I. **GENERAL DESCRIPTION**

The Desk Coordinator (DC) is an undergraduate part-time student staff member of Housing & Dining Programs and a member of the University’s Office of Campus Life. The primary function of the DC is to assist the Residential Services Coordinator (RSC) in the oversight of the Front Desks and the Desk Receptionists (DR) and Resident Assistants (RA) that work there.

The DC reports to the Residential Services Coordinator (RSC) and is expected to work closely with other staff members (other RAs, Desk Coordinators, Desk Receptionists, Residence Maintenance Crew Members, and University College Program Associates, etc.) within the building, as well as across campus. Emphasis is placed on the concept that the DC is an active and integral staff member within the total campus community. The DC is in a position of responsibility and leadership that extends beyond the immediate scope of their own community desks.

II. **STUDENT STATUS**

The DC is a full-time undergraduate student. The DC must be enrolled in a degree-granting program each semester. Academic credits will be checked on a semester basis at the conclusion of the drop/add period.

DCs must maintain a cumulative GPA of 2.75 and semester GPA of 2.5. GPAs must be maintained from the date of application until the date of separation. DCs falling below the minimum GPA requirements may be subject to termination. Grade Point Averages will be verified at the conclusion of each semester.

III. **EMPLOYMENT DATES**

<table>
<thead>
<tr>
<th></th>
<th>START DATE</th>
<th>DISMISSAL DATE</th>
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<tbody>
<tr>
<td>FALL 2017</td>
<td>Tuesday, August 8, 2017 at 5:00pm</td>
<td>Thursday, December 21, 2017 at 5:00pm</td>
</tr>
<tr>
<td>SPRING 2018</td>
<td>Saturday, January 6, 2018 at 5:00pm</td>
<td>Wednesday, May, 10, 2018 at 5:00pm</td>
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This is a one year appointed position subject to a reapplication process and satisfactory job performance evaluations.

IV. **TIME COMMITMENT/EXPECTATIONS**

Desk Coordinators are required to work a minimum of 15 hours per week. Ten (10) of these hours are to be worked as scheduled in the Desk Coordinator Office to provide support to all front desks. Five (5) of these hours are to be self-scheduled at Front Desks within the Desk Coordinator’s area of oversight. Desk Coordinators are also required to work over at least one break (Thanksgiving, Winter, Spring) to maintain visibility and supervision of desk staff.

There may be periods that the number of hours the Desk Coordinator works exceeds the minimum requirements, but only after receiving supervisor approval. This is dependent on necessity of staffing needs and demands required during peak times (openings and closings).
V. OUTSIDE COMMITMENTS

Desk Coordinators are required to discuss outside commitments with their supervisor prior to starting their position each semester. If job performance is compromised because of outside commitments, the Desk Coordinator may be given a recommendation from his/her supervisor to limit outside commitments to improve job performance. Continued poor performance may result in employment probation or dismissal.

VI. TRAINING REQUIREMENTS/EXPECTATIONS

ALL Desk Coordinators must attend and participate fully in staff training in August and January prior to the beginning of each semester. The DC must participate in a formal evaluation during the course of the fall and spring semesters as directed by the supervisor. The spring evaluations are an important component to the DC Reapplication process for continued employment during the next academic year.

VII. POSITION REQUIREMENTS AND EXPECTATIONS

A. ADMINISTRATION
1. Turn in completed any and all HR and payroll forms to the Residential Services Coordinator.
2. Be timely and professional in all written and verbal communications with H&DP staff and AU community members.
3. Compile accurate and timely reports for supervisor as requested (CSI, sign-in logs, digital systems management, etc.).
4. Complete bi-weekly online timesheets on time.
5. Confront, document, and follow through on violations of published University and Housing and Dining Programs’ policies, regulations, and procedures in an accurate and timely manner.
6. Treat information concerning staff and/or students with the utmost confidentiality.
7. Assist with recruitment, interviewing, and selection of Desk Receptionists and Desk Coordinators

B. COMMUNITY FACILITATION
1. Treat concerns of all customers with attentiveness and seriousness.
2. Serve as a liaison between students and the supervisor.
3. Maintain a working knowledge of the University’s facilities, services, and resources.
4. Ensure that the desk is clean, all packages are properly and clearly sorted, all binders and logs are in appropriate locations, and all supplies are stocked.
5. Maintain & update the Front Desk schedule, and approve all shift changes throughout the semester
6. Facilitate and participate in recognition of staff and community members

C. ROLE MODELING AND POLICY COMPLIANCE
1. Be well versed in, personally abide by, and help enforce University policies including the Housing Agreement. DRs must also abide by all regulations in federal and local jurisdictions.
2. Understand that all actions of a DC (including those engaged in outside of the residence hall) are observed by residents, other DCs and staff members. DCs must hold themselves to a higher standard in all actions.
3. Wear a designated American University Desk Staff Shirt, Approved American University Shirt, or appropriate business casual attire during ALL shifts.
4. Hold one-on-one meetings with each DR/RA on team each semester
5. Work uncovered desk shifts as academic schedule permits
6. Ensure proper key/access card usage of both room and administrative keys/access cards
7. Assist with training Desk Receptionists during and after formal Desk Receptionist Training
D. FACILITIES/OPERATIONS
1. Assist in the opening, closing, and staffing of the residence halls at break times.
2. Prepare and maintain accurate records regarding room changes, maintenance, damage, package situations, and policy violations.
3. Maintain proper key distribution procedures at all times to maintain accuracy and security. DCs must not create or issue keys to anyone, including themselves, without following proper documentation procedures.
4. Ensure proper logging and distribution of UPS, FedEx, DHL and Mail Services packages.

E. TEAM MEMBER
1. Maintain positive relationships with fellow DRs, DRs, DCs, RMCs, and Program Associates.
2. Lead scheduling of desk shifts at scheduling meetings.
3. Maintain ongoing communication with supervisor, Desk Coordinators, fellow DRs, and Housing and Dining Programs office by checking staff mail, phone messages, and e-mail messages on a daily basis.
4. Support efforts of front desk staff in creating a safe living environment for the residents.
5. Assist in the indirect supervision of DRs and RAs.

F. CUSTOMER SERVICE
1. Provide a high level of customer service to all residents and guests of the residence hall.
2. Treat anyone who approaches the desk with respect, consistency, and empathy.
3. Assist to the fullest ability with any customer request, and pass unresolved customer concerns to the RSC, or appropriate H&DP staff member.
4. Fully refrain from personal activities (reading, completing homework, surfing the internet, etc.) unless/until there are no customers in need of assistance and all administrative responsibilities are fully complete.
5. Fully and immediately cease any personal activities (reading, completing homework, surfing the internet, etc.) when a customer approaches the desk.

G. OTHER DUTIES AS ASSIGNED
The nature of the DC position does not allow for all duties to be explicitly described. There will be times when hall staffs are requested to assist in an emergency or other unforeseen circumstance. These situations will be presented as thoroughly as possible at the time of need.

VIII. COMPENSATION
The compensation package for DCs is:
- $12.00 per hour for 10h/w in office and 5h/w at the Front Desks.

Any self-scheduled desk shifts worked beyond minimum requirement of 5 are compensated at the Desk Receptionist wage of $11.50 per hour, unless otherwise approved by the Residential Services Coordinator. The compensation package cannot be arranged in any other manner. It is the responsibility of the DC to understand his/her own financial aid package, and the impact of the DC position upon that package. If a DC would like the position to be paid out of their Federal Work Study Award, they must request to be hired under Federal Work Study upon accepting the position.
IX. SIGNATURES

I understand and agree to abide by all of the requirements for employment as a Desk Coordinator at American University during the 2017-2018 academic year.

I further understand that failure to perform any or all of the above expectations may result in employment disciplinary action, including job probation or termination from the DC position.

__________________________________________  __________________________
SIGNATURE                                      DATE

__________________________________________
PRINTED NAME