



General Description

The Desk Assistant (DA) is a student staff member of Housing and Residence Life (HRL) who provides assistance to residents and visitors, serving as a communication link to housing staff members. The DA is often the first person to come into contact with residents and visitors when they arrive. The DA shall be considered any student staff member who serves as a Desk Assistant at the Information Desks in The Flats at WSU, The Suites at WSU, and/or Shocker Hall. Supervision is received from an Administrative Support staff member, with assistance from HRL professional staff members.

Duties & Responsibilities

Administration

- Accurately complete all paperwork and assigned tasks in a timely manner.
- Arrive to shifts on time and prepared to begin position duties, manage time effectively, and complete tasks accurately and on time
- Support department and university events, including staffing and serving as tour guides of residence halls
- Know and understand university and departmental expectations related to confidentiality (FERPA) regarding residents and staff members
- Assist in the check-in and check-out processes for the department
- Provide administrative support to HRL professional staff members
- Attend all required meetings and trainings
- Handle all keys and confidential information in a secure, appropriate manner
- Understand and utilize necessary programs
- Other duties as assigned
- Some DAs may be tasked with sorting mail and packages upon arrival, following established processes and informing a supervisor when issues arise (these DAs would receive additional training and specific shifts)

Communication

- Welcome, assist, and interact with residents and guests to the residence hall communities in a positive manner
- Inform supervisor of events or conditions that may affect residents, staff or visitors
- Be a functional member of a staff team and work effectively with others
- Effectively communicate with students and staff in a timely and resolution-focused manner
- Relay important information to those who need it and ask questions when clarification is necessary
- Utilize digital communication to ensure that it is appropriate, positive, and done for the betterment of the community
- Provide accurate information about HRL and WSU
- Work cooperatively with all university departments

Safety & Security

- Maintain and respect issues of confidentiality. Know when and how to make judgment calls regarding confidentiality in accordance with FERPA (Family Educational Rights and Privacy Act)
- Be familiar with WSU Housing and Residence Life policies, and be able to respond to all emergency situations as defined for the DA position
- Know and enforce the policies held within the HRL Handbook and WSU Student Code of Conduct
- Serve as a mandatory reporter for Title IX and Clery Act concerns



Role Modeling

- Demonstrate a strong academic commitment
- Know and follow all university and departmental policies
- Practice ethical behavior and be able to educate others on ethical decision-making
- Understand how peer pressure affects the position and challenge those who attempt to use peer pressure to their advantage
- Be a supportive leader in HRL and challenge others to do the same
- Demonstrate healthy and effective stress management techniques
- Maintain a positive outward attitude when performing HRL duties & responsibilities
- Carry out all responsibilities in a manner that will represent the department in a positive manner
- Understand and receive constructive feedback as a method for self-improvement, and provide appropriate constructive feedback to others as applicable

Academic Requirements

1. Residence Life student staff members are expected to continue positive academic progress by:
 - a. having a cumulative GPA of 2.5 or greater at the time they apply for a Residence Life student staff position and at the end of the semester immediately preceding the beginning of their employment with HRL.
 - i. Student staff members who achieve below a 2.0 semester GPA for the semester immediately preceding their initial employment with HRL are automatically placed on HRL Academic Probation.
 - ii. Student staff members who achieve below a 2.5 cumulative GPA for the semester immediately preceding their employment with Housing & Residence Life are automatically placed on HRL Academic Probation.
 - b. receiving a semester GPA of 2.5 or greater as well as maintaining a cumulative GPA of 2.5 or greater. Residence Life student staff members who do not achieve these standards will be placed on HRL Academic Probation for the following semester. Student staff members who achieve below a 2.0 semester GPA should consult with the supervisor to determine if continued standing as a RA is in their best interest.
 - c. An HRL Academic Probation semester may only be used once during any 24-month period of time. If a Residence Life student staff members returns from academic probation and fails to meet requirements again within twelve months, they will not be permitted to continue in their position.
2. DAs must be enrolled as a full-time student (12 credits or more undergraduate and 9 hours graduate) and making academic progress toward graduation. At least 3 credits per semester must be taken in person and on campus. DAs who fall below 12 credits in any given semester may be asked to terminate their status as a DA.
3. If a DA is removed from his or her position because of the GPA requirement, they may re-apply to be a DA and go through the DA selection process once their GPA meets the stated requirements.

Terms of Appointment & Important Dates

Applicants should be aware of the following dates and information which are requirements of employment:

- Applicants must be enrolled as a WSU student for the Fall 2020 semester by July 27th, 2020.
- Applicants must be in good conduct standing with the University (not on probation) in order to apply for the DA position. If DA becomes not in good standing during the course of employment they would be asked to leave the position.



- DAs are hired for the course of the current academic year. A reapplication process will occur during spring semester to return to the position for summer and/or additional academic year employment.
- The first 30 days of a DA's contract period are to be considered probationary. DAs not making satisfactory progress at the end of 30 days may be released from their position.
- Any position offers are contingent upon the successful completion of a university background check.
- Dates
 - Mandatory contract signing & informational meeting Sunday, April 5th, 2020 from 6-9pm
 - The RA position will begin Tuesday, July 28th, 2020 and will end May 17th, 2021
 - Mandatory training & work dates include the following:
 - Sunday, July 26th, 2020 through Sunday, August 16th, 2020
 - Applicants must be available to work during opening week and any scheduled breaks in which housing facilities remain open, including semester break, spring break, and holiday breaks. While efforts will be made to honor time off requests to the best of HRL's ability, all DAs will be scheduled to work at some point during break periods.

Compensation

DAs start out at a rate of \$7.25/hour, with an increase to \$8.00/hour after 500 hours in the position have been worked.

Application Timeline

- Application available at https://www.wichita.edu/student_life/housing/Employment.php beginning 12:00pm January 21, 2020
- Applications due by 11:59pm Friday, February 14, 2020
- Application review & interview scheduling February 17 – 20, 2020
- If also applying for an RA position:
 - Group Process day held on Saturday, February 22, 2020 (candidates will participate in either a morning or afternoon session)
 - Interview day held on Sunday, February 23, 2020 (candidates will be assigned a 1-hour time block for that day)
- If only applying for a DA Position:
 - Interviews held during the week of February 24, 2020
- Position status letters delivered via email on Friday, March 13, 2020
- Candidates who are offered a position will be required to attend a contract signing night on April 5, 2020

Questions & Contact

Please direct any questions regarding the DA position to the following:

- Elle Saunders, Administrative Support at elle.saunders@wichita.edu or 316-978-6787 OR
- Becca Johnson, Residence Life Coordinator at becca.johnson@wichita.edu or 316-978-7749