

DA Guidelines of Employment

Spring 2023 – Spring 2024

The following guidelines have been created to be as transparent as possible about the conditions of employment and expectations for the MTSU Housing Desk Assistant position. It is imperative that these conditions and expectations are read and understood in order to maintain employment as a Desk Assistant. Failure to abide by the following conditions and expectations may result in probationary status or termination of the DA position. DAs will be required to sign a Statement of Understanding prior to each contracted period of employment. This document will be reviewed and updated, as needed. Any changes made during a period of employment, after the document has been signed, will be communicated to the DAs through their Resident Director or Area Coordinator.

I. Period of Employment and Time Commitment

- a. DAs may be employed from the time of hire to their graduation from MTSU.
- b. The DA position does not have a weekly time requirement, but cannot exceed an average of 25 hours per week.
- c. Shifts can be picked up at any Desk in Housing and Residential Life and can be worked, according to Desk Assistant availability, any hour or day of the week, as most desks are open 24/7.
- d. To ensure successful work performance and availability, commitments beyond the DA Position (student teaching, internships, off-campus jobs, on-campus jobs, student leadership positions, and etc) must be communicated to the supervising Resident Director. On-campus jobs must balance to the 25 hour per week average, and must be communicated to the supervising Resident Director.
- e. Holiday and Break times have available shifts, but are not required.
- f. Availability for scheduling will be filled out by the Desk Assistant on the scheduling platform that will allow for transparent scheduling and clocking in/out.
- g. See Training Section for time commitments related to that requirement.

II. Compensation

- a. Desk Assistants are paid \$9/hour with the exception of holiday pay, which will be paid at time and a half (\$13.50/hr).

III. Training

- a. DAs are required to attend and actively participate in the following training:
 - i. August All Staff Training
 - ii. January All Staff Training
 - iii. Initial Desk Assistant Training by Resident Director
 - iv. Resident Director One-on-One meetings and evaluation meetings, as scheduled

IV. Shift Duty

- a. During work shifts, DAs are required to answer the desk phone anytime it rings.
- b. DAs must keep the desk clean and orderly and provide service to residents, staff, and guests, as needed.
- c. Additional shift assignments may be required at other times (tornado warnings, fire alarms, emergencies, etc)
- d. DAs must complete Incident Reports, as needed, in a timely and accurate manner as directed by professional staff and Housing policy.
- e. DAs must contact appropriate personnel in the event of an emergency or incident.

V. Position Expectations

- a. Housing and Residential Life Desk Assistants must abide by all Housing Policies.
- b. Desk Assistants are expected to complete and pass a background check and complete all HR Paperwork before their first date of employment.
- c. DAs must successfully perform the requirements of the position as documented in the DA Position Description, DA Expectations, and DA Manual.
- d. DAs must abide by expectations set forth by the AC/RD of their area, the AC/RD On Call, the Associate Director of Residence Life, and the Director of Housing and Residential Life.

VI. Key Usage

- a. Access to room keys and Housing ID Access are issued for the sole purpose of performing work and/or services of Housing and Residential Life in the Housing Areas.
- b. A room key may not be loaned to anyone other than the occupant(s) of that room.
- c. Housing ID Access should only be used to access buildings other than their own when performing duties of a Housing Staff Member.
- d. Any misuse of keys will result in termination from the Desk Assistant position.

VII. Rehiring Process

- a. All DAs are employed through their graduation date, unless the DA resigns or is terminated due to conduct, academic status, or disciplinary status at the university.
- b. Desk Assistants will be notified by Housing Staff when it is time to put forth the intention to continue or resign their position for the next Academic Year.

VIII. Terminations and Resignations

- a. Job reprimands, up to and including termination, may result at any time due to an DAs misconduct or failure to abide by any stated expectations or policies.
- b. DAs who plan to resign should provide the Resident Director with a minimum of a two-week notice.

IX. MTSU and Housing Policy

- a. All DAs are expected to abide by all federal, state, and local laws; abide by all rules and regulations of MTSU, Student Affairs, and Housing and Residential Life, including, but not limited to, the Housing Contract, Student Code of Conduct, and all DA expectations
- b. Academic Standards
 - i. DA must maintain a 2.5 or better cumulative and semester GPA at MTSU in order to be hired and remain a DA.
 - ii. DAs must be registered, full-time students at the University.
- c. Use of Alcohol and Tobacco Products
 - i. MTSU is a Tobacco and Alcohol-Free Campus
- d. Online Trainings
 - i. DAs must complete all assigned online trainings and abide by the policies set forth by the University and Housing and Residential Life.
- e. Candidates for the DA position must be in good standing with the Housing and Residential Life department and remain in good standing during their period of employment.
- f. Candidates for the DA position must be in good financial and disciplinary standing with the University and remain so during their period of employment. This includes all standards set by the Student Code of Conduct.
- g. The academic, financial, and conduct-related standing of DAs will be checked at the end of each semester and as needed throughout the year by professional staff of the Housing and Residential Life Department to ensure compliance with the above guidelines.

By entering the application process and accepting the Desk Assistant Position, I acknowledge that I understand the above guidelines and agree to abide by them all. Failure to adhere to these minimum expectations may result in job reprimands including termination from the Desk Assistant position.