2019-2020 COMMUNITY DESK MANAGER POSITION

DESCRIPTION
The Community Desk Manager (CDM) is the manager of a community desk within a residence hall or area of residence halls and is the direct supervisor of student employees who work as Community Desk Coordinators (CDC) as well as Resident Assistants (RA) in the capacity of required desk duty. The CDM is a student employee of the University of Hawaii, Mānoa (UHM): Student Housing Services (SHS) and is a student supervisor in relation to other student employees and student position appointees. The CDM is considered supervisory support staff to professional staff and works directly within the Residential Life section of SHS, but also works in cooperation with the Administration and Operations sections of SHS. The CDM reports directly to the Assistant Director (AD) for the Residential Life area in which the CDM is assigned. There are two areas within Residential Life: Residence Life and Apartment Life.

MINIMUM QUALIFICATIONS
- **Undergraduate applicants:** A minimum 2.0 cumulative grade point average (GPA) within the University of Hawaii system.
- **Graduate applicants:** A minimum 3.0 cumulative grade point average (GPA) within a graduate program at the University of Hawaii, Mānoa.
- Good academic, financial and judicial standing with UHM and SHS.
- Prior community desk experience at UHM or at another college/university is required. Prior employment or internship/practicum experience in front desk operations, guest services, or other related hotel and tourism management experience may be substituted for the community desk experience.

TERMS AND CONDITIONS OF EMPLOYMENT

Pre-Employment Terms
- All incumbents must attend an orientation session as specified by the supervising area AD.
- All incumbents must earn a semester GPA of 2.0 (undergraduate) or semester GPA of 3.0 (graduate, currently enrolled) in the semester preceding employment.

Employment Period
- The employment period is approximately one academic year (AY) with consideration to move-in, check-out, and interim periods and a potential for summer employment.
- The reapplication process is to the discretion of the AD in each area.
- Activities and employment outside of the CDM position is subject to advance written approval by the supervising area AD. Should activities and/or outside employment interfere with the successful performance of CDM duties and responsibilities, employment may be suspended.
- Acceptable performance will be defined as completing duties and tasks as required and as assigned as well as fulfilling the requisite number of work hours per week during the term of employment.
- The maximum number of work hours permitted in a given week during the term of employment is defined as 20 hours per week during regular semester sessions of the AY and 40 hours per week during Winter Break, Spring Break, Interim, and Summer Session periods. The actual number of work hours to be fulfilled in a given week will be determined in consultation with the supervising area AD, but must be no less than ten (10) hours per week throughout the entire term of employment unless otherwise approved by the AD. Fulfillment of work hours will be through the use of flexible hours within a week based on the academic schedule of the incumbent and the
management and supervision needs of the desks and desk staff. The actual structuring of work hours will be determined in consultation with the supervising area AD.

- Hours worked in a given week must be logged representing actual times worked in both UHM-SECE online timesheets and on SHS internal timesheets.
- Depending on the supervision needs of the assigned desk(s) and desk staff, up to 25% of work hours logged may be completed remotely through electronic mediums as approved by the supervising area AD.
- Requests for time off and/or time away must be made directly to the supervising area AD and must include a plan for the coverage of duties for the time off requested. Any request for time off/time away will be at the sole discretion of the supervising area AD.

Academic Performance

- Maintain full-time student status at UHM: 12 credits minimum per semester for undergraduate students and 8 credits per semester for graduate students. Any credit load greater than the aforementioned loads must have the prior, written approval of the AD.
- For undergraduates, any semester GPA that falls below a 2.0 will result in probationary status for the incumbent for the following semester. Failure to achieve a GPA at or above a 2.0 by the end of the probationary semester will result in termination from the position. Any consideration for re-hire thereafter will require that the student demonstrate a plan for improved academic performance along with evidence of a GPA that is continually rising to or above a 2.0. For graduate students, the same conditions will apply, but with the GPA requirement of 3.0 or above for each semester during the term of employment.
- CDM must notify supervisor if at any time his/her grades are in jeopardy so that the supervisor can help the CDM to develop strategies to maintain academic success.
- Grade reports for all staff members previous enrolled at UHM will be reviewed at the beginning of each semester. Transfer student CDMs will be required to provide a transcript for grade verification at the beginning of their first semester of employment.

Training Commitments

- Participate in training and orientation sessions prior to the start date of employment and after initial employment has begun (dates to be announced).
- Be physically present on campus during academic year 2019 - 2020 to assist with Student Staff Trainings, move-in, check-outs, and interim periods. CDM’s who take leave during Winter Break are advised to return to O’ahu and/or campus by January 3rd, 2020.
- Participate in monthly Residential Life staff in-services as designated and co-coordinate desk staff training throughout the academic year. CDM’s will work in consultation with area AD’s and complex A/RD’s on routine desk staff training initiatives.

SUPERVISORY AND MANAGERIAL DUTIES

The CDM is expected to fulfill the following duties, as well as other relevant duties as may be assigned by the supervising area AD.

Supervision

- Recruit, interview, hire, train, and supervise CDC staff (including Work-study and non-Work-study student employees) as well as RA staff in and only in their capacity as desk staff. The CDM is the direct supervisor of an RA when and only when that RA is on duty at the community desk during normal business hours, wherein the RA is fulfilling additional CDC hours. This does not include on-call operational hours.
- Train CDCs on understanding, providing, and promoting strong customer service.
- Train CDCs on following and enforcing SHS Safety and Security policies, key protocols, and
emergency response procedures.

- Coordinate and facilitate CDC staff meetings as needed
- Design and facilitate CDC in-services with fellow CDMs as needed
- It is imperative that the CDM be a constant and consistent in-person presence at each of their desks as RA and CDC benefit from that presence.
- Conduct CDC and RA desk performance evaluations once a semester.
- Address performance concerns with affected CDC and RA staff after consultation with supervising area AD and with regards to RA’s or the RA’s supervising A/RD.

### Administration

- Utilize Google Drive via UH Gmail to manage all logs and records for desks managed.
- Schedule coverage of desk shifts and approve or deny requests for changes of shift/shift trades.
- Maintain records of lock-out and key processing requests for each student who’s Occupancy Record Forms (ORF) are kept at a desk and prepare and notify of key billings accordingly.
- Work in cooperation with SHS Assignments, area supervising AD, and complex A/RD’s on the prompt and correct processing of students who may be checking into or out of the complex during the academic year, as well as at Manoa Move-In, closing, and interim periods.
- Coordinate with A/RD to create resident check-in packets ahead of move-in, interim periods, and summer sessions. Except in the case packets are to be made during the course of the academic year, preparation will be done by A/RD’s.
- Perform monthly mailbox audits and mail box combinations.
- Work in cooperation with supervising area AD, complex A/RD, area secretaries, and Operations staff to adequately resource the desk with supplies and equipment throughout the academic year.
- Develop a system for maintaining cleanliness and organized resources at ALL times at the desk.
- Supervise and monitor mail and package sorting and address any and all mail issues with staff consultations as appropriate.
- Monitor and respond to inquiries and complaints regarding the desk in consultation with supervising area AD and other SHS staff as necessary.
- Complete paperwork and administrative assignments in a timely manner, and expect that new tasks may be assigned with relatively short notice throughout the year.

### Management

- Adhere to, support, and promote the mission, vision, values, and goals of Student Housing Services and SHS Residential Life section.
- Regularly review and enforce the Community Desk Coordinator Handbook and utilize the handbook for both routine and training sessions.
- Develop and articulate a specific and transferable management style.
- Participate in weekly desk management meetings with the CDM team and area AD’s.
- Arrange and attend one-on-one meetings with supervising area AD on a weekly basis.
- Attend and participate in meetings of the SHS Residential Life Student Staff Training committee.
- Conduct a monthly inventory of desk resources, including equipment, supplies, mail, electronics, and any and all SHS owned materials (tables, chairs, etc.)
- Ensure that items being stored or temporarily kept at a community desk are managed properly and are not present for an extended period of time.
- Use a record of shifts worked by CDC and RA to cross reference with UHM-SECE online time records.
- Monitor desk staffing and resource budget in consultation with supervising area AD.
PERFORMANCE EVALUATION

The incumbent to the CDM position will be subject to a formal performance evaluation once each semester during the term of employment. The evaluation method will consist of a qualitative self-assessment of performance followed by a performance assessment by the supervising area AD. Upon completion of the assessment, the incumbent and the supervising area AD will have a meeting to discuss the assessment outcomes and develop a strategy for maintaining mutually identified strengths and addressing identified challenges. Satisfactory or better performance will result in the incumbent remaining in the position throughout the term of employment and a favorable recommendation for returning to the position for another year of employment, if so desired by the incumbent.

In the event that an evaluation reveals unsatisfactory performance by the incumbent in one or more conditions of the position as described, the incumbent may be placed on a formal probation status at the discretion of the supervising area AD. A formal probation status will require that the incumbent develop a plan of action in consultation with the supervising area AD to address any and all unsatisfactory performance issues. Failure to meet or exceed the goals of the plan of action or failure to enact such a plan will result in termination from the position.

COMPENSATION

The incumbent will be compensated based on hours worked in a given week within standing pay periods for UHM SECE. The CDM position begins at the A3 level ($13.05 per hour) with raises attained as permitted by the University of Hawaii system and/or on the basis of merit through exceptional performance as determined and approved by the supervising area AD.