



## FALL 2016 DESK ASSISTANT APPLICATION FOR NEW APPLICANTS

August 19, 2016

Dear Potential DA Applicant:

The Office of Residence Life (ORL) is now accepting applications for **new Desk Assistants (DAs)** for the **2016-17** academic year. This position is for a full academic one year. This application packet will provide information to potential applicants on what they need to do to successfully apply for a **DA** position.

This application packet contains:

- This cover letter containing detailed instructions about the application, interview and selection process
- The DA Application checklist
- The actual application (*containing questions about work history & request for current working phone numbers of three (3) references*)
- The Desk Assistant Job Description
- One DA Interview Availability Sheet
- The timeline for the DA selection and training process

Applicants, must make sure that they download all of the documents needed to complete then submit the entire application packet to ORL by **2 pm, Tuesday, September 13, 2016**. Be sure to read all materials thoroughly.

**Information sessions** for the **DA** selection, hiring and training process will take place **Wednesday, August 31 at 7 pm**, in the **Haley Conference Room** and **Thursday, September 1 at 8 pm** in the **Kennard Hall Study Room**. If you are serious about applying for this position, you **MUST** attend **one** of two information sessions.

### ELIGIBILITY CRITERIA

To be considered a viable packet, the applicant must: *A) have lived on the campus of Bowie State University (BSU) for at least one full academic year; B) have a minimum **2.50** cumulative **and** term grade point average (GPA); C) be currently enrolled in a minimum of 12 credit hours at BSU; D) have not been involved in any judicial incidents or been documented for Health & Safety violations within the past 12 months; E) not owe money to the university and; F) have completed and submitted all application materials listed below, to the Office of Residence Life by **2 pm, Tuesday, September 13, 2016**. **Christa McAuliffe residents are ineligible to apply for this position.***

### A COMPLETED APPLICATION PACKET MUST INCLUDE:

- One application with all questions completely answered
- One **5" x 7" colored** head shot (*the photo cannot be taken no more than two days prior to the application deadline*)
- A completed **Desk Assistant Interview Availability Sheet**
- The **names** and **phone numbers** of **three (3) employers who have agreed to serve as a reference for the applicant**

At least one reference must be from a Bowie State University employer--someone the applicant has worked for. If the applicant has never had a job on campus, then all three references must be from former employers. References will not be accepted from friends or relatives unless the applicant was paid for their work.

- A copy of your **Enrollment Verification Form** to show proof of being registered for **fall 2016** classes
- An **unofficial Transcript** (*this can be downloaded from the applicant's Bull Dog account*)

All of these materials must be submitted as a packet to the **ORL** by **2 pm, Tuesday, September 13, 2016**.

## THE PROCESS

- Applicants are required to attend **one** of the **two** information sessions scheduled for: **Wednesday, August 31 at 7 pm**, in the **Haley Conference Room** or **Thursday, September 1 at 8 pm** in the **Kennard Hall Study Room**.
- Submit the completed application packet to ORL by **2 pm on Tuesday, September 13, 2016**.
- Once the application packet has been submitted, a RD will use the **DA Interview Availability Sheet** included in the application packet to schedule a **one-hour interview Wednesday, September 14 – Monday, September 19**.

*After the interview, the RDs will contact the three people the applicant listed in their application packet to conduct reference checks. The RD will need to speak to **ALL three references** so applicants must make sure the names and phone numbers provided are accurate and current.*

- The DA Selection Committee will convene on **Wednesday, September 21** to make final hiring decisions.
- Applicants must bring their Residence Life ID to ORL beginning at **10 am, Thursday, September 22** to pick up their decision letter.
- **ALL applicants must check the appropriate box and sign in the space provided at the bottom of the letter. Once signed, submit the entire letter to ORL by no later than Noon, Monday, September 26, 2016.**
- The DA Coordinator will notify applicants of the day, date, time and location of the DA training and orientation

Failure to complete all steps as outlined in this application packet or meet all eligibility requirements will result in an applicant not being hired.

We thank all potential applicants for their interest in the Residence Life **Desk Assistant** position.

Sincerely,

*Desk Assistant Selection Committee*

Office of Residence Life

## 2016-17 NEW DA APPLICANT CHECKLIST

**ALL Applicants must submit the materials listed below by 2 pm, Tuesday, September 13, 2016:**

- A completed application
- The names, company name, job title, and current working phone number of three (3) employers who have agreed to serve as a reference for the applicant

At least one reference must be from a Bowie State University employee--someone the applicant worked for. If the applicant has never had a position at BSU, then all 3 references must be from former employers. References will not be accepted from friends or relatives unless the applicant worked for them and were paid for their work.

- One 5" x 7" colored head shot - *(the photo must not have been taken more than 2 days prior to the application deadline)*
- An Unofficial Transcript *(must not have been printed more two days prior to the application deadline)*
- A list of six (6) 1-hour time-blocks the applicant will be available for a one-hour interview
- Submit the completed application packet to ORL by **2 pm Tuesday, September 13, 2016**

*Applicants accepting the position, must bring the entire signed acceptance letter to **ORL by no Noon, Monday, September 26, 2016.***



**OFFICE OF RESIDENCE LIFE**

**2016-17 DESK ASSISTANT APPLICATION FOR FALL HIRE**

**To be eligible to be hired as a Desk Assistant applicants must:**

1. Currently live in the traditional and have lived on campus for a minimum of one full academic year
2. Submit a 5" x 7" **colored** head shot that has been taken within two days prior to the application deadline
3. Possess a 2.5 or higher cumulative **and** term GPA
4. Be registered at BSU as a fulltime student (taking a minimum of 12 credit hours) for fall 2016
5. Not have been involved in any judicial incidents or document for any Health & Safety violation since August 19, 2015
6. Have no outstanding financial commitments to the University

PLEASE PRINT OR TYPE NEATLY

**PERSONAL INFORMATION:**

\_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_  
(FIRST NAME) MIDDLE INITIAL (LAST NAME)

BUILDING & ROOM #: \_\_\_\_\_ CELL PHONE #: \_\_\_\_\_

BSU EMAIL ADDRESS: \_\_\_\_\_

ALTERNATE EMAIL ADDRESS: \_\_\_\_\_

STUDENT ID#: \_\_\_\_\_ # OF SEMESTERS THE APPLICANT HAS LIVED ON CAMPUS: \_\_\_\_\_

**ACADEMIC INFORMATION**

OVERALL CUMULATIVE GPA: \_\_\_\_\_ TERM GPA: \_\_\_\_\_

NUMBER OF CREDIT HOURS EARNED TO DATE: \_\_\_\_\_ MAJOR: \_\_\_\_\_

EXPECTED DATE OF GRADUATION (*semester & year*): \_\_\_\_\_

**APPLICANTS: Please attach a copy of your current unofficial transcript and the Enrollment Verification form for the current semester.**

**COLLEGE ACTIVITIES**

Please circle and specify if you plan to participate in any of the following activities:

STUDENT GOVERNMENT (*specify office*): \_\_\_\_\_

VARSITY ATHLETICS (*specify sport*): \_\_\_\_\_

FRATERNITY OR SORORITY (*specify office*): \_\_\_\_\_

STUDENT TEACHING (*specify semester(s)*): \_\_\_\_\_

COOPERATIVE EDUCATION (*specify semester(s)*): \_\_\_\_\_

**INTERNSHIP** (specify semester(s): \_\_\_\_\_

**FIELD PLACEMENT** (specify semester (s): \_\_\_\_\_

**ON-CAMPUS EMPLOYMENT** (specify office, name, & extension of your supervisor): \_\_\_\_\_

**OFF-CAMPUS EMPLOYMENT** (specify job and # of hours per week): \_\_\_\_\_

**WORK STUDY** (specify job, name, & extension of your supervisor): \_\_\_\_\_

**OTHER:** \_\_\_\_\_

**The applicant must briefly describe why they would like to be Desk Assistant. Include personal benefits and rewards.**

**Briefly describe any relevant work, volunteer, or college experience or training they have had that would qualify them for the position.**

**WORK HISTORY**

**The applicant must list their work experience with their most recent position first:**

**SUPERVISOR'S NAME:** \_\_\_\_\_ **COMPANY NAME:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_ **PHONE OR CELL #:** \_\_\_\_\_

**FROM:** \_\_\_\_\_ **TO** \_\_\_\_\_ **POSITION:** \_\_\_\_\_

**DUTIES AND RESPONSIBILITIES:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SUPERVISOR'S NAME:** \_\_\_\_\_ **COMPANY NAME:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_ **PHONE OR CELL #:** \_\_\_\_\_

**FROM:** \_\_\_\_\_ **TO** \_\_\_\_\_ **POSITION:** \_\_\_\_\_

**DUTIES AND RESPONSIBILITIES:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SUPERVISOR'S NAME:** \_\_\_\_\_ **COMPANY NAME:** \_\_\_\_\_

**JOB TITLE:** \_\_\_\_\_ **PHONE OR CELL #:** \_\_\_\_\_

**FROM:** \_\_\_\_\_ **TO** \_\_\_\_\_ **POSITION:** \_\_\_\_\_

**DUTIES AND RESPONSIBILITIES:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**REFERENCES**

List the names and phone numbers of three persons (*other than relatives*) who would be willing to be employer references that we may contact, one of whom should be a Bowie State Employer.

- 1. \_\_\_\_\_ **PHONE #:** \_\_\_\_\_
- 2. \_\_\_\_\_ **PHONE #:** \_\_\_\_\_
- 3. \_\_\_\_\_ **PHONE #:** \_\_\_\_\_

List the name and phone number of your current Resident Assistant:

**NAME:** \_\_\_\_\_ **CELL #:** \_\_\_\_\_

**FINANCIAL AID**

For applicants that are selected for employment and receive financial aid, their award may be adjusted. Contact the Financial Aid Office for further information.

**TERMS OF APPLICATION AND EMPLOYMENT**

I hereby certify that the above statements are correct. I understand that, by falsifying this document, I disqualify myself from further consideration for the position. By signing this application, I authorize the Office of Residence Life to verify the information requested above with the Bowie State University Registrar, the appropriate Bowie Professional Staff, and other references submitted.

I understand that, if hired for the DA position, I may be expected to stay through finals week for work assignments, and that I may be required to return prior to hall opening of school to work or training. I also understand that I may be required to work on the weekends or assist ORL during emergencies. Furthermore, I understand that my job is subject to regular evaluation by Residence Life staff. Failure to comply with office standards as outlined in the Desk Assistant job description and staff manual may result in termination.

\_\_\_\_\_  
*SIGNATURE OF APPLICANT*

\_\_\_\_\_  
*DATE*

***THE OFFICE OF RESIDENCE LIFE IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER. APPLICANTS WILL NOT BE DISCRIMINATED AGAINST ON THE BASIS OF RACE, NATIONAL ORIGIN, CREED, RELIGIOUS AFFILIATION, SEX, SEXUAL ORIENTATION, OR PHYSICAL ABILITY.***

**COMPLETED APPLICATION PACKETS MUST BE SUBMITTED TO THE ORL BY 2 PM, TUESDAY, SEPTEMBER 13, 2016**



## OFFICE OF RESIDENCE LIFE

### DESK ASSISTANT JOB DESCRIPTION

The Desk Assistant is a part-time employee of the Office of Residence Life and reports directly to the Resident Director or Graduate Hall Director and ultimately to the Director of Residence Life. The Desk Assistant (DA) is responsible for providing security, safety, and service for the residence halls.

#### 1. **SPECIFIC RESPONSIBILITIES:**

- a. Assist in securing the building by checking a photo ID of everyone entering the building to ensure that no strangers are in the lobby. Resident living in the residence halls must show a Residence Life ID.
- b. Contacting Public Safety when their assistance is needed.
- c. Answering desk telephone in a professional manner, giving out information and taking messages for residents.
- d. Monitor the proper sign-in and sign-out of guests and visitors.
- e. Record any unusual activity in the Front Desk Log.
- f. Complete incident report when appropriate.
- g. Equipment and game sign-out.
- h. Collecting maintenance requests and forwarding them to the Resident Director or the Residence Life Central Office.
- i. Key distribution at check-in and key collection at checkout.
- j. Providing information to residents.
- k. Public Relations.
- l. Responsible for cleanliness of the lobby area.
- m. Post and remove information in the lobby.
- n. Perform clerical duties as assigned by the Resident Director.

#### 2. **AS A MEMBER OF THE OFFICE OF RESIDENCE LIFE:**

- a. Be responsible for providing safety, security, and service to residents and visitors.
- b. Be fair and consistent in following the established rules, regulations, and procedures.
- c. Be a good role model for other resident.
- d. Work within the system to maintain a high quality desk operation for the resident.
- e. Refer resident to appropriate people when they require assistance that you cannot provide.
- f. Perform other duties as needed by the Office of Residence Life.
- g. Work no more than twenty hours a week which will include weekends.

#### 3. **WORKSHOP AND INSERVICE TRAINING:**

- a. The Desk Assistant is expected to attend a 1-day fall and 1-day spring workshop and any staff in-service meetings as directed.
- b. Each Desk Assistant is expected to attend any special emergency meetings, which may be called by the Office of Residence Life or by the Resident Director/Graduate Hall Director.
- c. Each Desk Assistant is expected to attend a mid-semester formal evaluation session per semester with his/her Resident Director.

#### 4. **TERMINATION OF EMPLOYMENT:**

##### a. Termination Prior to Beginning Employment

Prior to the time employment begins, if in the opinion of the Office of Residence Life staff, the Desk Assistant (DA) fails to maintain the minimum (*2.50 cum grade point average*) academic requirements or fails to adhere to a standard of behavior consistent with the DA position, the staff offer may be withdrawn.

b. Reasons for Termination during the Academic Year

Termination from the DA position can result from breach of the contract, or breach of Residence Life rules and regulations, and/or from unsatisfactory performance. For example: a DA may perform extremely well and violate the terms of the DA agreement regarding grades or building regulations; or the DA may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the DA agreement may be automatic. Termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made oral and written efforts to point out those areas, which need improvement. And help the DA improve his/her skills and performance through personal support, guidance, and regular evaluation.

c. Termination at the end of the Academic Year

The DA position is for one academic year. Staff must therefore, go through a reapplication process to be considered for rehiring. All hiring decisions are contingent upon the approval of the DA's direct supervisor, the Resident Director and the Director of Residence Life.

d. Procedures for Termination

In all cases, the decision to terminate will reside with the Director of Residence Life. Any appeals following dismissals may be initially submitted to the Director of Residence Life within (2) two working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation between the Desk Assistant & the Resident Director must take place prior to termination. Termination at the end of the agreement period will not require such a process since this agreement expires at the end of that period.

e. Dismissal from the University

Desk Assistants are immediately terminated from his/her position upon withdrawal from the college.

5. QUALIFICATIONS:

- a. The Desk Assistant must have a minimum 2.50 semester and cumulative GPA to apply for the position.
- b. Must live on campus.
- c. No prior judicial involvement
- d. Be registered as a full time student at Bowie State University.
- e. No outstanding financial obligations to the institution.
- f. Must have a completed application on file in the Office of Residence Life prior to the application deadline.
- g. To continue in the position, you must maintain a **2.50 term and cumulative GPA**. If either GPA falls below 2.50 mid-year, the Desk Assistant will be placed on academic probation for the spring semester. Having both the term and cumulative GPA fall below 2.50 will mean automatic termination for the remainder of the academic year.



# DESK ASSISTANT INTERVIEW AVAILABILITY SHEET

PRINT NAME: \_\_\_\_\_

Please draw a diagonal line “\” through at least **six (6) separate 1-hour time slots** (*see sample below*) for when you will be available for your one hour interview. No Interviews will be scheduled from Noon - 1 pm and over the weekend. All Interviews will take place between **Monday, April 11<sup>th</sup> - Wednesday, April 22<sup>nd</sup>** please schedule time with these dates in mind. This is a real job interview so you are expected to be dressed appropriately and arrive on time.

EACH TIME SLOT REPRESENTS ½ HOUR	WEDNESDAY, SEPTEMBER 14	THURSDAY, SEPTEMBER 15	FRIDAY, SEPTEMBER 16	Monday, September 19	SATURDAY SAMPLE
9 am - 9:30 am					This line represents two hours
9:30 am - 10 am					
10 am - 10:30 am					
10:30 am - 11 am					
11 am - 11:30 am					
11:30 am - Noon					
Noon - 12:30 pm	LUNCH	LUNCH	LUNCH	LUNCH	
12:30 pm - 1 pm	LUNCH	LUNCH	LUNCH	LUNCH	
1 pm - 1:30 pm					This line represents two hours
1:30 pm - 2 pm					
2 pm - 2:30 pm					
2:30 pm - 3 pm					
3 pm - 3:30 pm					
3:30 pm - 4 pm					
4 pm - 4:30 pm					
4:30 pm - 5 pm					
5 pm - 5:30 pm					
5:30 pm - 6 pm					This line represents two hours
6 pm - 6:30 pm					
6:30 pm - 7 pm					
7 pm - 7:30 pm					
7:30 pm - 8 pm					
8 pm – 8:30 pm					
8:30 pm – 9 pm					

# TIMELINE FOR THE 2016-17 DESK ASSISTANT INTERVIEW, SELECTION & TRAINING PROCESS

<u>WHO</u>	<u>WHAT</u>	<u>WHEN</u>	<u>WHERE</u>
ORL Web Manager	Post new DA applicant Applications	Friday, August 19 by the COB	On ORL web site
Applicants	Attend 1 of 2 Information Sessions	Wednesday, August 31, 7 pm Tuesday, September 1, 8 pm	Haley Hall Conference Room Kennard Hall Study Room
Applicants	Submit a completed application packet	Tuesday, September 13 by 2 pm	Into ORL
Director	Checks GPAs, prior judicial involvement, and Health & Safety violations	Tuesday, September by 3:30 pm	Director's Office
RDs & GHDs	Will conduct interviews & call reference	Wednesday, September 14 thru Monday, September 19	RD or GHD Office
DA Committee	Will hold the DA Hiring Caucus	Wednesday, September 21, 10 am	Haley Conference Room
Applicants	Pick up decision letters	Thursday, September 22, 11 am	ORL
Applicants	Deadline to accept or decline the position	Monday, September 26 by Noon	ORL

*Desk Assistants cannot start work until after they have signed their contract in the Office of Human Resources!*