By signing the Desk Assistant Contract, I accept employment as a Desk Assistant at the University of Wisconsin-La Crosse. As a University employee, I agree to support all residence hall students regardless of gender, race, color, creed, religion, national origin, disability, ancestry, age, sexual orientation, socioeconomic status, pregnancy, marital, or parental status. I also agree to abide by all university and residence life/hall policies, to follow appropriate Job Description(s) and Responsibilities, and to the following:

1. **Period of Employment**
   Generally, this is an academic year appointment. However, Desk Assistants are considered to be hired from the date of their acceptance of the contract; by signing and turning in their contract to the Desk Coordinator. Therefore, Desk Assistants will be held under evaluation during the first semester probationary period, with a continuation of employment into the second semester based upon a satisfactory evaluation of performance. Employment and evaluation will begin from the date of completing this contract until May 15, 2016.

2. **Behavioral Expectations and Role Modeling**
   As a Desk Assistant you are expected to be a leader and positively represent the Hall at all times. You are seen as a role model within the community and for your fellow co-workers, and therefore you are expected to behave in such manner. Furthermore, it is essential that you adhere to hall and university policies at all times. Following all of the rules and obligations indicated in the Front Desk Manual is also an important expectation. Additionally, as part of our community it is highly encouraged that Desk Assistants take part in Hall Council.

3. **Disciplinary Action**
   Failure to comply with any of the rules mentioned both in the hall and campus policy handbook, the Desk Assistant job description and expectations, or specified in the Front Desk Manual, will result in disciplinary action. Disciplinary action may consist of verbal warning, written warning, probation, or termination. These actions are not in a sequence and may travel directly to termination based on the severity of the situation. If you are caught in violation of any policies you may be required to meet with the Desk Coordinator, and depending on the severity of the offense possibly the Assistant Hall Director and/or Hall Director.

4. **Academic Expectations**
   Desk Assistants are expected to maintain a 2.0 cumulative grade point average during their time of employment. If a Desk Assistant is declared academically ineligible, they will be unable to remain in the position. The Office of Residence Life reserves the right to check your grades at their discretion.

5. **Training, Staff Developments and Meetings**
   Desk Assistants are required to attend and participate in all trainings, staff developments, and meetings as determined by the Desk Coordinator. If a conflict arises and the Desk Assistant is unable to attend the required sessions or meetings, advanced notification must be submitted for approval by the Desk Coordinator.

6. **Remuneration**
   Desk Assistants will be compensated at a rate of $7.25/hour for the academic year.

7. **Criminal Background Check**
   Employment will require a criminal background check. A pending criminal charge or conviction will not necessarily disqualify an applicant. In compliance with the Wisconsin Fair Employment Act, the University of Wisconsin-La Crosse does not discriminate on the basis of arrest or conviction record.

Having read the Desk Assistant Job Description and Responsibilities, the Desk Assistant Contract, and understanding the content, I agree to all contractual conditions and accept this appointment for the academic year 2015-2016. Furthermore, I understand that my performance will be evaluated by: the residents of the hall, my fellow Desk Assistants, my Desk Coordinator, and my Hall Director/Assistant Hall Director. I understand my overall job performance will be reviewed periodically and that my appointment may be terminated at any time my performance is unsatisfactory.

Name (Print)  Signature  Date

Desk Coordinator (Print)  Signature  Date
The Job Description and Responsibilities of a Desk Assistant are broad, varied, yet descriptively narrow. They are:

a) To thoroughly and efficiently complete tasks in a timely manner as assigned by the Desk Coordinator.

This description is intentionally vague, as the tasks assigned are often emergent to the needs of the hall, student staff, professional staff, and residents. In general, a Desk Assistant will be required to:

a) Be 10 minutes early to each shift
b) Clock in and out precisely
c) Be responsible for, track, and update the money count
d) Sell items and track sales revenue
e) Update and manage the inventory of items for sale our checkout from the front desk
f) Clean and organize the front desk
g) Maintain any equipment that is a part of the front desk or report any maintenance needs
h) Communicate in a timely and effective manner. Communicate any issues or concerns with appropriate resources (Desk Coordinator, Assistant Hall Director, Hall Director, Facilities Staff)
i) Act as a resource or source of information for those who come to the desk
j) Maintain confidentiality with any documents or information that is not for public consumption
k) Greet and welcome everyone that passes the desk
l) Attend all meetings as scheduled by the Desk Coordinator
m) Attending hall council meetings is highly encouraged

A Desk Assistant will also be held to the following expectations and responsibilities:

a) If you have a question regarding any portion of your job, you are required to follow up with the Desk Coordinator.
b) You will show and encourage positivity towards your work, staff relationships, and department for which you work.
c) We expect you to be honest regarding your role, views, and to ask for help when you need it.
d) We expect you to publically support all hall staff and their decisions. Disagreements will be taken to the staff member most closely connected to your issue/conflict.
e) We expect you to display a positive and professional demeanor while working and completing tasks as a Desk Assistant.
f) We expect you to check your email/phone messages at least daily and to respond promptly.
g) We expect you to be very aware of your power and access to the building and its processes and to not abuse these rights and privileges (Keys, information, etc.).
h) We expect you to make mistakes, own up to them, and learn from them. Do not hide mistakes in hopes that they will not be noticed.
i) We expect you to be responsible for your work and shifts. If you need to reschedule (even in emergency), it is up to you to figure out who your replacement will be. Do not hesitate to communicate.

If you have further questions regarding the Desk Assistant position, please follow up with the Desk Coordinator.