

<b>Statement of Inclusion</b>
Community Desk Assistants will seek to understand and affirm all identities they serve to develop a culture where individuals challenge assumptions respectfully and engage in open discourse. Through a representative staff and equitable policies they will continue to serve the evolving needs of the diverse communities.
<b>Statement of Ethical Standards</b>
In the acceptance of this student leadership appointment, Community Desk Assistants agree to exercise a high standard of ethical conduct in their actions both on campus and in the off campus community. These standards include but are not limited to the UHS Housing Policies, SJSU Student Code of Conduct, Residential Life CDA Code of Conduct, CDA Expectations as well as all state and federal laws. For students holding multiple UHS student staff positions (RA, PASC, SAA) the release of a position in one role will impact the status in all other roles held within the UHS department.
<b>Summary of Position</b>
As a member of the University Housing Services (UHS) staff, the Community Desk Assistant (CDA) aims to provide welcoming customer service to the campus community and is responsible for supporting the creation of a safe and secure living/learning environment in the Residence Halls. Under the leadership of the Community Desk Specialist the CDAs are hired to work in each Residence Hall specifically to manage the community desk operations. CDAs will monitor resident and guest tracking processes, provide excellent customer service by answering questions, managing resources which include community items, as well as other duties as assigned. This position serves as an information source and represents the University to students, families, and guests. The CDA is expected to be a positive role-model and act in accordance with the policies and procedures of the UHS Community Living Handbook, San José State University Student Code of Conduct, and departmental standards.
<b>Qualifications</b>
<p>You <b>MUST</b> meet the following qualifications, or you will <b>NOT</b> be eligible for an interview or position appointment:</p> <ul style="list-style-type: none"> <li>• Semester GPA of 2.5 &amp; Cumulative GPA of 2.5             <ul style="list-style-type: none"> <li>◦ Falling below 2.5 GPA may result in loss of active appointment, and/or loss of eligibility for subsequent appointment for the following semester.</li> </ul> </li> <li>• Undergraduate Student Status:             <ul style="list-style-type: none"> <li>◦ Minimum of 12 credits (no more than 18 credits per semester during appointment).*</li> <li>◦ As the appointment is for the full academic year, appointees who are graduating prior to May 2024 (Spring Graduation), are not eligible for appointment.</li> </ul> </li> <li>• Graduate Student Status:             <ul style="list-style-type: none"> <li>◦ Minimum 6 credits (no more than 9 credits per semester during appointment).*</li> <li>◦ As the appointment is for the full academic year, appointees who are graduating prior to May 2024 (Spring Graduation), are not eligible for appointment.</li> </ul> </li> <li>• Be in “good conduct standing” = no housing probation or disciplinary probation at the time of application or appointment.</li> <li>• Successfully clear LiveScan &amp; Accurate background check prior to starting the position.</li> </ul> <p><i>*Majors, such as nursing, may qualify for lower unit requirement exceptions based on departmental requirement. Staff must carry the minimum of requirements at all times. Staff are required to notify their supervisor immediately if they drop below the minimum credits. Regardless of Undergraduate or Graduate status, an individual must maintain 6 credits per semester to be eligible for appointment.</i></p>
<b>Employment Compensation</b>
<ul style="list-style-type: none"> <li>• Hourly rate of California State Minimum Wage</li> </ul>

**Terms of Employment**

**Full Academic Year Appointment: Full Academic Year (Two weeks prior to the first day of classes) - Spring Closing; dates TBA pending finalized SJSU 23-24 academic calendar**

- **Training:** Any activity/process/position that conflicts with attending mandatory Fall/Spring Training is not permitted, such as: Associated Students; Orientation Leader; potential internships; other job(s); Study Abroad; etc. There is **NO** exemption from participating in Student Staff Training. Candidates unable to attend training will be removed from the CDA role
- **Availability:** Time designated to potentially be scheduled for a CDA shift. As the desk are open 24 hours a day, all CDAs will be required to provide the following:
  - Minimum of 15 hours per week. Cannot exceed 20 hours per week (40 hours during breaks.)
  - **Overnight Availability Requirement:** CDAs weekly availability must include a total of three (3) “10 PM-10 AM” overnight availability
  - Holidays, Spring/Thanksgiving/ Winter Break shifts determined by scheduling process during the academic year. All CDAs are subject to working holidays, spring, thanksgiving, and/or winter break
- May be asked to participate during major campus or UHS event weekends (i.e. Homecoming, Admitted Spartan Day (typically a Saturday in mid-April), etc.) Specific dates will be shared during training. Note: all dates are subject to change.
- Must be available to work in ALL residential communities
- This role includes functioning during potential anticipated or unanticipated crises; or other emergency situations. In certain situations, Personal Protective Equipment (PPE) will be provided by UHS for staff to complete their required tasks within their role.

**Responsibilities**

**Customer Service/Services**

- Answer general questions by residents and/or guest
- Conduct Lockout Support
- Equipment Checkout
- Maintain general cleanliness and organization of the Desk and storage areas
- Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, ages, interests, and abilities.

**Security/Community Safety**

- Actively monitor persons entering/exiting the residential community
- Check building stickers to verify students
- Conduct guest check-in/out
- Do not duplicate or loan keys to unauthorized persons. Official job-related keys are to be kept in their designated, secure location at all times when not in use, and are not to leave the building or area without authorization. *Misuse of Keys for any purpose can result in immediate release from the position.*

**Development & More**

- Attend all required CDA training as needed, as well as engage in these events and other staff development activities.
- Submit hours on time
- Attend all scheduled shifts
- Work cooperatively with all Community Desk team members and all other UHS Staff.
- Complete other projects and administrative duties as assigned.