RESIDENCE LIFE OFFICE
DESK MANAGER POSITION
SUMMER 2020 - SPRING 2021

Residence Life is seeking student leaders interested in working as a Desk Manager for summer 2020 through spring 2021. We are looking for individuals who are hardworking, flexible, assertive, attentive to detail, reliable, responsible and possess strong leadership and managerial skills.

QUALIFICATIONS DESK MANAGER POSITION:

Applicants:

- Must be NJIT students and registered for fall 2020.
- **Cannot** be on the Residence Life or University disciplinary lists from summer 2020 or academic year 2020-2021.
- Must be able follow and enforce all Residence Life and NJIT policies and procedures.
- Must be meeting Satisfactory Academic Progress (SAP).
- Must live on campus or within a five minute WALKING proximity from campus.
- **Must be available for the following employment periods:**
  - **Summer:** Sunday, May 17, 2020 - Sunday, August 23, 2020
    - Summer Desk Managers begin duty rotation at 4:30pm on Friday, May 15th, 2020.
  - **Fall:** Sunday, August 23, 2020 – Sunday, December 20, 2020
  - **Winter:** Sunday, December 20, 2020 – Sunday, January 17, 2021
    - Must attend winter staff meeting on Monday, December 14, 2020 from 3-4:30pm.
  - **Spring:** Sunday, January 17, 2021 – Sunday, May 16, 2021
    - Must attend spring staff meeting on Friday, January 15, 2021 from 1-4pm.
  - Employment periods are subject to change.
- **Must be available for in-person training on the following dates:**
  - **Training #1:** Desk Manager Training
    - Wednesday, May 7, 2020 from 9am – 4pm
  - **Training #2:** ALL SUMMER STAFF
    - Friday, May 17, 2020 from 9am to 4pm
  - **Training #3:** Desk Manager Retreat
    - Friday, August 7th, 2020 & Saturday, August 8th, 2020
    - These dates are tentative and are subject to change.
    - Specific times are to be determined.
  - **Training #4:** Residential Leadership Development
    - Monday, August 10th, 2020 - Friday, August 28th, 2020.
    - These dates are tentative and are subject to change.
    - Specific times are to be determined.
  - **Training #5:** ALL FALL 2020-SPRING 2021 STAFF
    - Saturday, August 22nd, 2020 from 9am – 4pm
  - **Training #6:** Winter Residential Leadership Development
    - Monday, January 11th, 2021 – Monday January 18th, 2021

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○ Specific times are to be determined.

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- If you are selected as an RA for the fall 2020 or spring 2021 semester, you will no longer be eligible for this position.
- Please note, the Desk Manager selection process serves to only hire Desk Managers. If you are interested in other positions within our department, please review the Summer 2020 and/or Fall 2020-Spring 2021 information packets. If you are interested in applying for the Desk Manager position and any of the other positions we are recruiting for, you must participate in both processes.

**COMPENSATION:**

*Hourly Pay (Summer and Fall):*

- Applicants that are looking for hourly pay must be approved by the University to work and must have or be eligible to obtain a social security number.
- The following are the current pay rates; they are subject to change:
  - The standard pay rate is $11.00 per hour.
  - The Desk Manager pay rate is $15.00 per hour.
- Desk Managers are paid a maximum of 15 hours per week at the Desk Manager rate.
- Desk Managers may work up to 5 coverage hours per week when not on call at the standard pay rate.
- Desk Managers may work a maximum of 20 hours per week in total for all of their on campus jobs during the regular academic year and up to 40 hours per week during summer and winter break.

*Housing (Summer Only):*

- Housing in a double room with a roommate in Honors Hall and five hours at the Desk Manager pay rate.
- If hired, you will be notified when to sign up for summer housing.
  - If your interest in living on-campus for the summer is contingent on you obtaining a position with Residence Life, please do not sign-up for summer housing until you receive notification about your employment status.
- Housing is **NOT** an option during the regular academic year; it is only available during the summer.

**PROCESS OVERVIEW:**

- Resume submission and screening
- Attendance at an information session (by invite only)
- Application submission and screening
- Interview sign up and confirmation
- Interviews at DM Interview Day
- Interview results email
- Onboarding tasks and training

**INFORMATION SESSION:**

You will be invited to attend an information session on one of the following days:

- Fri. 03/13: 3pm – 4pm
- Mon. 03/16: 11am – 12pm

The location will be sent out in the invitation email. You must have your NJIT ID with you at this session. You will receive information about the application and interview process. Failure to attend the information session results in forfeiture of your candidacy. **NO EXCEPTIONS WILL BE MADE.**
EMPLOYMENT PROCESS TIMELINE FALL 2020 – SPRING 2021:

- **Tue. 3/10:** Deadline to upload your resume to [https://tinyurl.com/DMresume2020](https://tinyurl.com/DMresume2020) for screening.
  - The form will close at 9am sharp on Tuesday, March 10th. Resumes submitted after the deadline will not be considered.
- **Tue. 3/10:** Invitation to information session will be emailed out.
- **Fri. 3/13:** Information session #1 from 3pm-4pm
- **Mon. 3/16:** Information session #2 from 11am-12pm
- **Fri. 3/13 – Thu. 03/19:** Application available
  - The application link will be shared with attendees at the end of each information session. It will be available Friday, March 13th by 4:30pm through Thursday, March 19th at 11:59pm.
  - The applicants are screened and then those who make it to the next round will receive email instructions to sign up for a time slot on the interview day, April 1st, 2020. There are no make-up interview dates. **NO EXCEPTIONS!**
- **Mon. 3/23:** Invitation to register for the DM Interview Day will be emailed by 4:30pm.
  - Interview slots will be filled on a first-come, first-serve basis. Once a slot is filled, it is filled. **NO EXCEPTIONS!**
- **Wed. 3/25:** Deadline to register for the DM interview day.
- **Fri. 03/27:** Confirmation and logistics for the DM interview day will be emailed to candidates.
- **Wed. 4/01:** Interviews
- **Fri. 4/10:** Interview results go out via email by 4:30pm
- **Mon. 4/13:** Deadline to accept position
  - This will be done by filling out an online intent form by 11:59pm
- **Mon. 4/13:** Deadline for filling out university job application via Cornerstone
  - This will be done by filling out an online University job application using the Req # and instructions emailed to you.
- **Wed. 5/06 & Thur. 5/07:** In person training from 9am-4pm
  - Date and time are subject to change.
  - Details of training will be included in your offer letter.
- **Fri. 5/17:** All Summer Staff training from 9am-4pm
  - Time is subject to change.
  - Details of training will be included in your offer letter.
- **Fri. 8/07- Sat. 8/08:** Desk Manager Retreat
  - Dates are subject to change.
  - Time to be determined at a later date.
- **Mon. 8/10- Fri. 8/28:** Residential Leadership Development
  - Dates are tentative and subject to change
  - Specific times are to be determined.
- **Sat. 8/22:** Desk Operations Fall Training (All staff) from 9am-4pm
  - Time is subject to change.
- **Mon. 1/11-Mon. 1/18:** Winter Residential Leadership Development
  - Dates are tentative and are subject to change.
  - Specific times are to be determined.
Desk Manager Job Responsibilities

Responsibilities

● Begin working the summer 2020 through spring 2021 employment period.
  ● You must work during winter break and spring break.
● Desk Managers will coordinate Desk Operations schedules inclusive of the Desk Attendant and Resident Assistant staff.
● Desk managers will develop/facilitate Desk Operations training for all staff.
● Oversee the Desk Attendants and Resident Assistants monitoring the front desk, checking IDs, signing-in guests, answering phones, etc.
● Desk Managers will work on other projects as assigned by the supervisor.
● Desk Managers are responsible for the supervision of the desk area and its operations and communicating issues/concerns regularly with the Desk Operations Chairperson and their respective hall’s Residence Coordinator or Area Coordinator.
● The Desk Manager will be responsible for tabulating payroll hours for each pay period and tracking hours worked for anyone with housing (summer only) as compensation.
● Attend weekly staff meetings.
● Attend 1-on-1 meetings with the Residence Coordinator as scheduled.
● Submit duty logs by 10am the next day each day the DM is on duty.
● Submit a weekly desk checklist by set date and time established by the Desk Operations Chairperson.
● Meet with staff documented for low level violations/issues.
● Being courteous and assist students and conference guests with questions, etc.
● Assisting the department with University events when requested.
● Having knowledge of, following and assertively enforcing all policies and procedures as outlined in the Desk Operations manual and the Reslife Living On Campus Guide.
● Desk Managers will have 2-4 office hours weekly as scheduled by supervisor.
● Relieving the graveyard DAs for a 30 minute break and any bathroom breaks between 1:30am-7:30am on respective duty night (summer only).
● Attend Residence Life in-services as scheduled throughout the academic year.
● Attend RA staff meetings as scheduled in their assigned hall at least once a month.

Requirement

● Desk Managers must either live on-campus or within a 5 minute WALKING distance from campus.
● Desk Managers must work during all break periods

Hours

● 15 hours a week at the DM rate
● Desk Managers may work up to 5 coverage hours per week when not on call at the standard pay rate.
● Summer: Participate in an on-call duty rotations from 4:00pm to 9:00am during weekdays and 24-hour duty rotations on weekends and holidays
● Fall-Spring: Participate in an on-call duty rotations from 4:30pm to 8:30am during weekdays and 24-hour duty rotations on weekends and holidays

Employment Process

If you have any questions about the positions available within Residence Life (non-academic year Resident Assistant) or the application process, please email jgarcia@njit.edu