



DA Name:

The following guidelines have been established to clarify the Desk Assistant (DA) conditions of employment. It is important to read and understand these conditions to successfully perform the responsibilities of the DA position. **At the sole discretion of the Department of Residential Life, this document may be altered, and changes will be communicated to DAs through appropriate methods. By signing this agreement, you are responsible for all information and expectations enclosed.**

Period of Employment

- The DA position is an hourly position up to 20 hours per week.
- The term of employment for this contract is the 2024-2025 Academic Year. Any adjustments made to the academic calendar by LSU will be applied to the dates of this agreement. Appointment is based on performance and is renewable upon reapplication, performance appraisal, and consent of the Department of Residential Life.
- Employment is contracted for the following schedule in which DAs are expected to remain on campus during certain time periods including, but not limited to:

<u>Fall 2024 Scheduled Event</u>	<u>Start Date</u>	<u>End Date</u>
Fall 2024 DA Early Move-In	August 14, 2024	August 15, 2024
Fall Online Training	August 14, 2024	August 20, 2024
Fall In-Person Training	August 21, 2024	August 21, 2024
Fall Apartment Opening	August 22, 2024	August 24, 2024
Fall Closing	December 14, 2024	December 15, 2024
Winter Break*	December 15, 2024	January 8, 2025

*DAs will have the option to work over Winter Break. Information will be shared later in the Fall semester.

<u>Spring 2025 Scheduled Event</u>	<u>Start Date</u>	<u>End Date</u>
Spring Training	TBD	TBD
Spring Opening	January 9, 2025	January 12, 2025
Spring Closing	May 10, 2025	May 18, 2025

- LSU Residential Life remains open through LSU holidays including Fall Break, Thanksgiving, Mardi Gras, and Spring Break. DAs are expected to work during these periods.
- Requests to be absent for any of the above closed dates for staff must be submitted in advance via email with appropriate documentation to the Coordinator for Student Staffing for approval; job action may apply.
- The academic, financial, and conduct standing of all DAs will be checked at the end of each semester and periodically as needed by the Department of Residential Life.

Academic Requirements and Eligibility

DAs are required to...

- Enroll in a full-time undergraduate or graduate degree program at the start of the semester of their employment. If a DA needs to drop courses during the semester, they must be enrolled in at least 6 credit hours to continue their employment per PS 33: Student Employment requirements. Graduate students are eligible to be a DA and must be enrolled in 9 credit hours.
- Maintain a 1.5 semester and a 2.0 cumulative grade point average for employment, including when starting the position.
 - The last fall or spring semester of enrollment at Louisiana State University will be considered for the semester requirement. The overall Louisiana State University GPA will be counted for cumulative GPA.
 - A DA will be dismissed from their position if their GPA falls below the semester or cumulative GPA requirement.
 - Positions will not be held after semester grades post due to the timing of LSU closure and DA training schedules.

Additional Employment

- Additional employment is defined as any activity, internship, or position in which a student is paid for time.
- Any DA seeking additional employment must submit a request for approval before starting it and should not exceed 10 extra hours per week.
 - DAs are only eligible for 5 hours of additional on-campus work per Policy Statement 33: Student Employment.
- A DA placed on Probation status as an employee may have any additional outside employment approval revoked.

Time Commitments and Expectations

DAs are required to...

- **Administrative Responsibilities**
 - Perform administrative duties including, but not limited to: completing all logs accurately and timely, assisting with check-in and check-out procedures, submitting work orders, as well as other tasks assigned by the GRC and/or RC.
 - Work as part of in-hall staff team and actively support other staff members' efforts.
 - Report directly to fulfill all duties assigned by the GRC, RC, and the Coordinator for Student Staffing.
 - Provide reliable, responsible and responsive assistance to your RC, GRC and student staff team members.
 - Take initiative, ownership, and investment as a staff member in displaying a positive work ethic and behaviors and encourage this attitude in others.
 - Be knowledgeable of departmental and university policies, procedures, and resources including the mission, vision, and values of the Department of Residential Life.
- **Customer Service Responsibilities**
 - Provide prompt, friendly service to all customers (residents, staff, faculty, parents, guests).
 - Greet and be aware of all the people entering the building.
 - Maintain a working knowledge of Departmental and University resources and make referrals as necessary.
 - Answer desk telephone and accurately direct calls to the proper location or take messages for appropriate personnel and deliver appropriately.
 - Assist in getting information to and from residents as directed by the RC, GRC, and Department of Residential Life.
- **Facilities and Key Responsibilities**
 - Adhere to key management and security policies.
 - DAs are responsible for all keys in their possession.
 - Lost key charges (\$145) due to DA negligence with documentation or maintaining possession will be assessed to the responsible DA.
 - Complete all key rental procedures in a timely and accurate manner.
 - Report all maintenance problems involving University property to MAXIMO and supervisors as necessary.
- **Training & Scheduling Responsibilities**
 - Attend the monthly staff meeting on Wednesdays from 8-9:00PM.
 - Work at least eight (8) hours at your assigned community service desk to provide resources and support for community stakeholders, including during all break periods and University closures. The DA is responsible for completing eight hours within the pay period week for any changes.
 - Complete all departmental training including Fall and Spring Training, and any assigned video and online modules and certifications required by the department and the University.
 - Communicate any shifts that cannot be worked as scheduled. Three "no-call, no-shows" will result in removal from the position.

Additionally...

- DAs who serve on University Hearing Panels and/or Student Government committees are expected to operate with appropriate integrity, including maintaining confidentiality on situations and student information. DAs should not speak as a representative of the Residential Life. Abusing authority or information possessed because of the DA role may lead to dismissal from the job.

Departmental and University Requirements

DAs are required to...

- Understand and follow the 2024-2025 employment agreement requirements.
- Follow all federal, state, and local laws.
- Be over 18 by the start date of the position.
- Abide by the rules and regulations of Louisiana State University and the Department of Residential Life, including but not limited to those outlined in the Code of Student Conduct, the Housing Contract, the Living on Campus Handbook, and all policy statements and permanent memoranda rendered by Louisiana State University.
- Remain in good conduct and financial standing with Louisiana State University and the Department of Residential Life throughout the tenure of the DA's employment.
- Represent and support the University and Department of Residential Life positively in all interactions with students, faculty, staff, parents, and guests. Staff must have approval from the Associate Director of Communications before speaking to the media as a department representative.
- Work as a member of a community staff team and actively support others' efforts.

- Report directly to and fulfill all duties assigned by the supervising RC/GRC and/or Coordinator for Student Staffing.
- Report all maintenance issues and damages involving University property in a timely manner.
- Utilize appropriate referral resources, escalating progressive situations accordingly by contacting community supervisor, the RA on-call, or the Coordinator on-call.
- Appropriately confront residents when necessary to hold them accountable for their behavior and use appropriate pathways to report all violations. Immediately communicate policy violations to the community supervisor, the RA on-call, or the Coordinator on-call.
- Maintain privacy with regards to student information, policy violation and student behavioral concerns as directed by the Department of Residential Life and the Family Educational Rights & Privacy Act (FERPA).
- Serve as a Campus Security Authority (CSA) for Louisiana State University.
- Create a community conducive to learning and academic success, serving as an academic role model and providing campus resources.
- Foster an environment that actively values the dignity and self-worth of all members of the community, promoting an atmosphere accepting diversity and difference.
- Adhere to all key policies outlined by the Department of Residential Life, including but not limited to respecting the privacy and security of residents and staff by refraining from granting anyone unauthorized access to resident rooms or confidential information.

Compensation

- DAs earn \$10.00 per hour for up to 20 hours per week (25 hours if approved by the Office of Student Employment).

Employment Action, Resignation and Dismissal

- A DA may be dismissed immediately at the sole discretion of the Department of Residential Life, for various reasons, including but not limited to failure to meet positional expectations or violations of the Code of Student Conduct, the Living on Campus Handbook, the Housing Contract, or federal, state, and local laws.
- Refusal to follow supervisor instructions and/or engaging in behavior that is detrimental to the staff team, residential community, or Department of Residential Life is considered insubordination. This may lead to performance management outcomes including termination.
- The student conduct process is a separate process from the employment and performance management process. Employment decisions are made separate from findings in the student conduct processes.
- Thorough and timely investigations utilizing the outlined departmental performance management process will be conducted by the appropriate staff. All disciplinary decisions, up to and including dismissal are final, and no appeals will be granted for such decisions.
- DAs who fail to comply with department and supervisory expectations, trainings, and guidelines as outlined will be subject to the student staff performance management process.
- DAs must disclose any romantic, physical, or intimate personal relationships they have with other Residential Life staff members or residents under their supervision within their assigned community. Disclosure does not imply judgment or punishment but aims to ensure transparency and appropriate management of any potential conflicts of interest. Information disclosed by DAs regarding their relationships will be treated with privacy and respect. Failure to disclose these relationships may result in disciplinary action, up to and including termination of employment, with regards to each situation's context.
- DAs who resign or are dismissed at any point in the middle of the academic year may not be considered in good standing and therefore are ineligible for rehire processes.
- Upon termination of this agreement, all manuals, keys, emergency supplies, identification badges, nametag, and other issued materials must be returned to the appropriate supervisor(s). Materials not returned, damaged, or lost will result in a charge for the cost of replacement.

DA Name

DA Signature

Date

EEO Statement: The LSU System is an equal opportunity/equal access employer.

Americans with Disabilities: The LSU System is in compliance with the Americans with Disabilities Act.

Non-Discrimination Statement: LSU does not discriminate on the basis of race, color, marital status, sexual orientation, gender identity, gender expression, religion, sex, national or ethnic origin, age, disability, genetic information or veteran's status in its programs and activities and provides equal access to Boy Scouts and other designated youth groups.

For more information or if you believe you have been subject to discrimination on the basis of sex, sexual orientation or disability, please contact LSU's Title IX, ADA and 504 Coordinator: Jennie Stewart, jstewart@lsu.edu (225) 578-3918 or University Administration Building, Ste 123