



Terms and Conditions of Appointment - Desk Staff Member

I. Time Commitment

- a. The Desk Staff positions are an academic year appointment starting one week prior to the opening of the residence halls in the fall semester through the closing of the residence halls in the spring semester. The appointments may be renewed for a subsequent academic year upon successful completion of position responsibilities as determined by the Office of Residence Life.
- b. Staff members will work between 8 hours and 20 hours on the average week. No student will work more than 28 hours per week. V/RAs, who are hired as a Desk Workers are allowed to work up to 20 hours per week..
- c. Staff will be scheduled during the designed hours of when the desk is open, including Midnight to 8 AM.
- c. Staff members are expected to work their scheduled shift. When this is not possible, it is the responsibility of the staff member to seek a substitute to fill the position.
- d. Staff members will be required to attend all scheduled training sessions in addition to all other scheduled meetings as determined by the supervisor and/or the Office of Residence Life.
- e. The Office of Residence Life schedules front desk shifts in 4 hour increments. At The University of Toledo, individual departments can schedule student break based on operational/business needs. Due to the unique nature of the desk worker position, breaks cannot be guaranteed.

II. Academic Standards

- a. All desk worker candidates must have at least a 2.5 cumulative GPA to apply and to gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired, desk workers must maintain a cumulative GPA of 2.3 and achieve a semester GPA of at least a 2.3 each semester of employment. Cumulative and semester GPAs will be verified after each semester.
- c. If a current desk worker's cumulative and/or semester GPA falls between a 2.0 and 2.3 during employment, the desk worker will be placed on Academic Notice. If a 2.3 cumulative and/or semester GPA is not achieved the following semester, s/he faces loss of position. As part of the condition of Academic Notice, the desk worker will have to follow an academic plan of action as discussed with his or her supervisor.
- d. The Office of Residence Life will only permit one (1) semester of Academic Notice during the course of employment.
- e. Any cumulative and/or semester GPA that falls below a 2.0 may result in immediate loss of position.
- f. A desk worker is expected to maintain an academic load of no less than 12 and no more than 18 semester hours. Any exception must be approved in advance by the Supervisor and the Office of Residence Life.

III. Disciplinary Standards

- a. All desk candidates must be in good student conduct standing with the university.
- b. Some conduct charges may remove candidates from the application process. All student conduct records, past and present, will be reviewed and candidate will be notified of status.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which includes violations of the Residence Life Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.

IV. Remuneration

- a. Hourly wage at \$8.30.

V. Evaluations:

- a. All desk workers will be subject to semester evaluations and subsequent feedback sessions conducted by the GAHD and/or designee.
- b. Information gathered during evaluations will be utilized in a manner that assists the desk worker in making appropriate adjustments regarding job performance.
- c. Desk workers will receive ongoing feedback from the GAHD and/or designee throughout the semester to discuss his/her performance and to address any concerns the desk worker or supervisor may have about job performance. This may be in the form of verbal, peer-to-peer, resident and/or supervisor feedback.
- d. Failure to follow through with feedback may be interpreted as a violation of the terms and conditions and may result in job action up to an including termination from the position.

VI. Violations/Termination:

- a. Violation of the terms and conditions, position description; desk protocol; University policies; and/or federal, state or local laws applicable to the University may result in disciplinary action taken and/or immediate termination by the Office of Residence Life.
- b. Each situation will be handled individually and direct communication with the desk worker will occur.
- c. Possible disciplinary actions may include, but are not limited to:
 - Informal Written Warning – this action is used to address minor infractions as they occur or when a concern persists after a supervisor has brought it to the employee’s attention. The informal written warning is documented in a staff member’s personnel file. The supervisor may choose will to write a brief statement citing the identified concern and solution as a reference to the conversation.
 - Written Warning – this action is used when a staff member has not satisfactorily corrected the concern as outlined during the informal written warning. . A written warning may also be the initial action in cases of a more serious nature.
 - Probation –This action requires a Written Notice, a meeting to discuss the Written Notice and a written Plan of Action – which must include increased supervision of the desk worker. Other corrective actions may be used in addition to those listed. Failure to follow the required Plan of Action or to correct the behavior may result in job termination. Probation may also be the initial action in cases of a more serious nature.
 - Termination – certain infractions of this contract and/or violations of probation require a swift and severe disciplinary action. Such instances may require termination. Decisions regarding termination will be made by the supervisor in consultation with the Associate Director of Residence Life.
- d. The disciplinary actions listed above must be used in succession. At times there are offenses that warrant the above mentioned disciplinary actions to be used without any prior disciplinary actions (e.g., A staff member may be terminated without any prior job consequences, due to the severity of the conduct or omission).

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- e. The desk worker position is an at-will position. The desk worker or the University may terminate employment of the desk worker at any time, with or without cause. Certain actions will most likely result in termination include but are not limited to:
- Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.
 - On-campus or off-campus conduct deemed inappropriate for a university staff member, which includes violations of State and Federal Law, Residence Life, the Student Code of Conduct, and/or other University policies.
 - A desk worker who is employed as a Village/Resident Adviser is subject to the terms and conditions of the Village/Resident Adviser position contract.
 - Violation of the Federal Family Educational Rights and Privacy Act (FERPA), the Confidentiality Agreement or the StarRez User Form.
 - Starting in the Fall 2015, any desk worker that receives an informal written warning and or written warning after this date may request in writing to their GAHD that the informal written warning and written warning be removed from their personnel file after two (2) consecutive semesters without documentation.
 - All decisions regarding disciplinary actions will be made by the supervisor in consultation with the Hall Director, solely. Any decision regarding disciplinary actions may be appealed in writing to the appeals officer, within 2 business days of notice of the decision.

VII. Miscellaneous:

- a. Desk worker agrees that they will not discriminate by reason of race, creed, color, religion, age, sex, handicap, national origin, or ancestry against any student or employee of the University.
- b. These terms and conditions with the position description and desk manual, constitutes the entire agreement of the desk worker position and supersedes all prior agreements in connection with the position.
- c. These terms may be modified or amended by the University with written notice to the desk workers.
- d. The invalidity or unenforceability of any provision herein shall not affect the validity or enforceability of any other provision.

Office of Residence Life

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