



UNIVERSITY OF  
NORTHERN COLORADO

## Housing & Residential Education

### Desk Assistant Hiring Document 2024-2025 Academic Year

#### Hiring Document Acronyms

University of Northern Colorado (UNC), Housing and Residential Education (HRE), Desk Assistant (DA), Resident Assistant (RA), Community Assistant (CA)

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#### HRE MISSION AND VALUES

HRE creates an environment where students become responsible members of their community. We provide students an individualized experience and exceptional facilities. We promote academic and civic engagement, respect for individual differences, and connection to the university and greater community.

HRE values inclusive communities, student learning, social justice, civic engagement, facility excellence, and personalized service.

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#### POSITION RESPONSIBILITIES

##### ***Community and Student Development***

- Provide excellent customer service to students and guests through effective communication and follow-through.
- Encourage student connection to the university through campus events and the Neighborhood Engagement Centers.
- Maintain a positive attitude and respect others whose views and attitudes may differ, including modeling practices of social justice, equity, and inclusion.
- Support the mission and goals for the Department of Housing & Residential Education and supervisor[s].
- Develop and maintain working relationships with Housing & Residential Education personnel.
- Provide students information about general campus offices, resources, and services.
- Provide daily support for neighborhood students through issuing lockout cards, answer questions about mail, checking out equipment accurately, etc.

##### ***Crisis Response and Campus Safety & Security***

- Maintain safety and security in the building by properly identifying residents.
- Maintain confidentiality and reporting standards for the safety and security of students. This includes, but is not limited to, duty to report and mandatory reporting expectations, key access policies, and adherence to FERPA and HIPAA regulations.
- Comply with and enforce all UNC policy as outlined in the HRE Handbook, Students Rights and Responsibilities Code of Conduct, and Federal and State laws.

##### ***Desk Operations and Administrative Responsibilities***

- Complete all administratively assigned tasks thoroughly, accurately, and on time.
- Appropriately log all keys and equipment checked out by residents.
- Communicate regularly with supervisor regarding any issues or concerns.
- Assist in gathering data from the student population.
- Complete necessary records associated with the student check-in/out process and turn in paperwork to the supervisor upon completion.
- Assist HRE staff with administrative tasks, including contacting students, creating programming/service advertisements, scheduling meetings, room change preparation, mail sorting and other duties as assigned.

##### ***Maintaining Departmental Standards of Practice***

- All staff members should carry themselves in a professional manner when interacting with supervisors, peers, and students.
- Develop and maintain effective working relationships with HRE personnel, students, and other relevant stakeholders.

- Demonstrate effective and appropriate written, listening, and oral communication skills.
- Demonstrate quality decision making and evaluative skills.
- Project a positive attitude toward the position, department, and institution.
- Demonstrate quality decision making and evaluative skills.

**Required Trainings and Participation** (Minimum, with discretion of the direct supervisor)

- Desk Staff Meetings – at least once a month for one hour for scheduling and additional training or as determined by supervisor.
- Attend and participate in required trainings. Trainings include Fall training in August, Spring training in January, and any in-service trainings to be determined by the department.
  - *Desk assistants will be required to work a minimum of 20 hours the week before the residence halls open.* There may be additional possibilities for work during the month of August.
- **Opening and Closing:** complete all tasks for opening and closing the halls.
  - Fall Opening, Winter Closing, Spring Opening, Spring Break Closing, Spring Break Opening, May Closing
- Break Periods - it should not be expected that you will have break periods “off”. Reduced coverage will be required during Fall Break, Winter Break, and Spring Break. Winter Break coverage will be offered to all hall staffs. You may need to work either Fall Break or Spring Break. This schedule is determined with your staff based on need.
  - Desk Assistants are required to work hours over Winter and Spring Break.
  - All Desk Assistants will need to work in May through the Sunday after commencement.
- Student teaching or interning is allowed. Written requests and action plan for student teaching or interning must be submitted and approved by the supervisor.
- The maximum amount of hours a student staff employee can work for University positions is 20 hours per week for all positions across campus. Desk Assistants who plan to have multiple positions should plan to work no more than 20 hours per week total. Desk Assistants that are also Resident Assistants can only work 10 hours per week total.

**Scheduling**

- The DA position is responsible for working evening, weekend, and overnight shifts.
- All desk assistants will be required to work night shifts between the hours of 8PM-2AM.
- The scheduling process is subject to modification at the discretion of HRE.

Initial here that you have read and understand the conditions of employment as outlined above

**ALCOHOL AND DRUG AGREEMENT**

All HRE staff members are required to comply fully with the laws and policies governing alcohol and other drugs; comply fully with UNC policy regarding alcohol and other drugs as outlined in the HRE Handbook and the Student Rights and Responsibilities Code of Conduct; and enforce UNC policy.

Staff members who are of the legal age may choose to consume alcohol, so long as they are not violating other laws and policies regarding alcohol and are behaving in a responsible manner.

HRE may take job action, including termination, against staff members who do not follow the conditions outlined above or take actions that misrepresent the department or impede any of its operations.

Prohibited activities that will result in job action include, but are not limited to:

- Providing alcohol to underage persons, or marijuana to any person.
- Being in the company of underage persons while underage persons are consuming alcohol, on- or off-campus.
- Encouraging underage persons to break laws or policies concerning alcohol and other drugs.
- Assisting, in any manner, a person to violate laws and policies concerning alcohol and other drugs.
- Consuming or being under the influence of alcohol or other drugs while on duty, or up to 8 hours prior to your duty shift beginning
- Confiscating alcohol from any person.
- Behaving disruptively in or around a residence hall, an apartment, or the campus community while under the influence

Initial here that you have read and understand the alcohol and drug agreement as outlined above

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**CONDITIONS OF EMPLOYMENT**

- Desk Assistants are required to have Work Study funds to be employed. It is expected that the DA will work with their supervisor to determine the number of weekly hours that will allow for funds to cover the entire (mostly) academic year. HRE reserves the right to remove any DA from their position if and when their work study funds were to run out.
- The Desk Assistant must be a registered UNC student for a minimum of 6 credit hours. Written request for permission to take fewer hours needs to be addressed to the supervisor.
- Hold and maintain a cumulative and semester 2.00 GPA at time of hire and while in the position.
- Hold and maintain good conduct standing with UNC and not be on any probationary sanction. Students found responsible for harassment, bias, physical violence, or any Title IX violations will not be allowed to hold this position.
- Be able to lift a minimum of 15 pounds (e.g. packages).
- Participate in on-going feedback and evaluations throughout the course of employment with Housing & Residential Education. Current and future employment may be determined by evaluations and official job action documentation.
- Ability to work overnight and weekend shifts.
- Staff members in this role are required to perform the following functions with or without reasonable accommodation: establish and maintain communication with students and others with whom they work; prepare written documents and complete forms; read and prepare reports, gather and compile information; respond to and manage emergencies; issue equipment; monitor security of residence hall facilities; ascend and descend multiple flights of stairs; and operate a hand held phone or radio.
- Uphold and enforce all University and Housing & Residential Education policies.

Initial here that you have read and understand the conditions of employment as outlined above

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**COMPENSATION**

- Compensation is Colorado State minimum wage.

Initial here that you have read and understand the compensation as outlined above

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**INTERNET AND SOCIAL NETWORKING USAGE AGREEMENT**

I acknowledge that participation in internet public forums and social networking sites (such as Facebook, Twitter, etc.) is an action that I take of my own free will.

I acknowledge that HRE may take job action, including termination, against me in certain cases where my actions violate municipal, state, or federal laws and statutes; violate UNC policy outlined in the HRE Handbook or the Student Rights and Responsibilities Code of Conduct; or misrepresent the department or impede any of its operations.

Initial here that you have read and understand the internet and social networking usage agreement as outlined above

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**CONFIDENTIALITY AND INFORMATION SECURITY AGREEMENT**

Staff, faculty, students and all other individuals (vendors, temporary employees, etc.) under the control of the University of Northern Colorado ("UNC") (department of organization) are required to maintain the confidentiality of patient, clinical, financial, or other sensitive information. UNC employees will be held personally responsible for safeguarding security log-in processes, passwords and electronic signatures. UNC employees must strictly adhere to standards that govern authorized access to, use and/or disclosure of sensitive and confidential information. Failure to do so may result in disciplinary action, up to and including termination of employment. You are required to sign this document as a condition of employment.

I ACKNOWLEDGE, UNDERSTAND, AND AGREE:

1. The types and categories of written, verbal, electronic or printed are considered to be confidential ("CONFIDENTIAL INFORMATION") includes, but is not limited to: (a) medical records; (b) clinic medical records; (c) physician's private patient records; (d) medical records received from other health care providers; (e) correspondence addressed to or from employees of the UNC concerning a specific, identifiable patient; (f) patient information verbally given to me by the patient or other persons; (g) diagnoses; (h) assessments; (i) medical histories; (j) operative reports; (k) discharge summaries; (l) nursing notes; (m) medications; (n) treatments plans; (o) follow-up care plans; (p) requests for and results of consultations; (q) results of laboratory, or other medical tests; (r) demographic data; (s) financial/funding information; and (t) all other types and categories of information to which I know or have reason to know the UNC intends or expects confidentiality to be maintained.

2. Services provided by the UNC for its patients/students and all documents and information related to such services are private and CONFIDENTIAL INFORMATION.
3. Patients/students furnish information to the UNC with the understanding and expectation that it will be kept confidential and used only by authorized persons, within the scope of his/her employment, as necessary, to provide needed services.
4. CONFIDENTIAL INFORMATION stored in electronic form must be treated with the same medical/legal care as data in the paper chart.
5. My access to CONFIDENTIAL INFORMATION subjects me to legal guidelines and obligations.
6. I will comply with all information security policies and procedures in effect at the UNC.
7. I will access data only in accordance with policies and standards.
8. My security code (logon, password and electronic signature) is equivalent to my legal signature. I will be personally accountable for all access or use performed under these codes.
9. By reason of my duties or in the course of my employment I may receive or have access to verbal, written or electronic information concerning patients/students, staff and services performed by the UNC. I will not inappropriately access, use, or disclose (verbally, in written form, or by electronic means) to any person, or permit any person to inappropriately access; use, or disclose any reports or other documents prepared by me, coming into my possession or control, or to which I have access, nor any other information concerning the patients, staff or operations of the UNC at any time, during or after my employment.
10. If and when my employment or assignment with the UNC ends, I will not inappropriately access, use, disclose, retain, or copy any reports or other documents prepared by me, coming into my possession or control, or to which I have access, nor any other information concerning the patients/students, staff or operations of the UNC.
11. I will not destroy or erase any data or information in any form located in or stored in UNC computers or files unless it is part of routine computer maintenance.
12. I will use discretion to assure conversations that include CONFIDENTIAL INFORMATION cannot be overheard by persons who do not have a "need to know" when information must be discussed with others in the performance of my duties.
13. I will adhere to UNC procedures governing proper handling or disposal of printed material containing individually identifiable information.
14. I will notify my supervisor and the UNC Privacy Officer immediately, but not later than one business day, of any actual or suspected inappropriate use, access, or disclosure of CONFIDENTIAL INFORMATION, whether by me or anyone else, whether intentional or accidental. There will be NO retaliation for filing a legitimate complaint.
15. I will maintain the confidentiality of all information concerning patients, staff, or operations of UNC regardless of the method of retrieval, including information obtained on home-based or off-site personal computers.
16. The inappropriate access, use, or disclosure of information by me may violate state and/or federal laws and may subject me to civil damages and criminal prosecution, and to disciplinary action, up to and including termination.
17. All documents, encoded media, and other tangible items provided to me by UNC or prepared, generated, or created by me in connection with any activity of UNC are the property of the UNC.
18. The UNC as the holder of data, reserve the right to, and may monitor and audit, all information systems for security purposes.
19. Security codes (logon, password and electronic signature) are the user's way to verify his/her identity and should be difficult for someone else to guess. Use of names, birth dates, phone numbers, etc. is not allowed. I will choose security codes carefully and not disclose them to anyone.
20. I will not disclose security codes to anyone nor will I attempt to learn another person's security codes. Any misuse of my confidential security code will be a violation of UNC policy and will subject me to disciplinary action, up to and including termination.
21. Security codes must not be written on paper that is accessible to anyone but the user and must not be visible around the terminal/workstation.
22. I may access my own health information via an electronic application, pursuant to established policies, but I may not access that of my spouse, children, family members, or co-workers unless I am involved in their direct care.
23. I will not access data on patients/students or other individuals for whom I have no responsibility or for whom I have no "need to know." Audit trails will track unauthorized access.
24. I will immediately contact Information Technology (IT) to obtain a new security code if I have reason to believe the confidentiality of my security code has been breached.
25. Regardless of the site of access, information must be treated as confidential. Unauthorized access or release of confidential information will subject me to disciplinary action, up to and including termination.
26. I will take reasonable steps, such as using a screen saver with a password, to keep my workstations and logins as secure as possible to minimize the risk of unauthorized use of either.
27. I will refrain from making unauthorized copies of data or applications. Loading of viruses, unauthorized queries, and other interference with computer resources will subject me to disciplinary action, up to and including termination.

28. If I receive access to information stores such, as the IT's data warehouse, or other databases containing CONFIDENTIAL INFORMATION, I will use that access only for the intended and stated purpose and will not provide access to 3<sup>rd</sup> parties without the explicit written permission of the IT's data steward. I will utilize data obtained from such information stores in conjunction with data use policies.

29. This signed document will become a part of my permanent personnel record.

Information Technology Services personnel will never ask for your password. If someone does ask for my password, I will report it immediately to my immediate supervisor.

Initial here that you have read and understand the private information and security agreement as outlined above

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**PHOTOGRAPHY RELEASE**

I grant UNC permission to photograph me without compensation. I further give UNC the right to use, copy, reduce, exhibit, publish and/or distribute these images. I understand that uses may include, but are not limited to photographs, videotapes, internet sites, or other types of promotional or educational mediums that existence now or in the future. I additionally consent to use my name in connection with any use of images of me. This permission is granted in perpetuity.

Initial here that you have read and understand the photography as outlined above

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**AT-WILL EMPLOYMENT**

The position described in this document is termed at-will employment. This means that neither the employer employee is required to give notice, advance notice, or reason of termination or resignation.

Initial here that you have read and understand the statement of at-will as outlined above

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**CONTRACT AGREEMENT TO TERMS AND CONDITIONS OUTLINED ABOVE**

I fully acknowledge, understand, and agree to all stated terms and conditions of employment as outlined above.

Name (Please Print): \_\_\_\_\_

Desk Assistant

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Hall Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_