

JOB APPLICATION FOR RESIDENCE HALL NIGHT DESK AND OFFICE WORKER

Eastern Washington University
Office of Residential Life

PLEASE TYPE OR PRINT CLEARLY!

YOU MAY ONLY WORK IN THE HALL IN WHICH YOU LIVE DURING YOUR TIME OF EMPLOYMENT.

Which positions are you interested in (check all that apply): Office Worker Night Desk Worker

Name: _____ SID# _____

Current Hall and Room: _____ Current Phone: _____

FOR YEAR END APPLICATIONS FOR THE NEXT ACADEMIC YEAR ONLY

Which hall will you be living in next year? _____

Permanent/Summer Address: _____

Permanent/Summer Phone: _____

Current Class Standing: Frosh Soph Junior Senior Other: _____

Quarters Attending EWU: _____ Quarters Living in Residence Halls at EWU: _____

Major: _____ Grade Point Average (2.5 Required): _____ T-Shirt Size: _____

Are you eligible for work study? YES NO If yes how many hours? _____

Will you be working any other job on or off campus while employed by Residential Life? YES NO

If you will be holding a second job please describe the job you will hold and the number of hours you will be working:

Please list any commitments, excluding classes, that you will have while employed that may limit the number of hours you can work:

EMPLOYMENT RECORD (please list current or most recent first and add additional sheets as necessary):

Employer/Business: _____ Your Job Title: _____

Supervisor: _____ Phone Number: _____

Supervisor Address: _____

Job duties:

Employer/Business: _____ Your Job Title: _____

Supervisor: _____ Phone Number: _____

Supervisor Address: _____

Job duties:

Employer/Business: _____ Your Job Title: _____

Supervisor: _____ Phone Number: _____

Supervisor Address: _____

Job duties:

Employer/Business: _____ Your Job Title: _____

Supervisor: _____ Phone Number: _____

Supervisor Address: _____

Job duties:

REFERENCES *(must be persons not related to you by family):*

Name: _____ Phone Number: _____

Address: _____

Name: _____ Phone Number: _____

Address: _____

In order to be employed by Residential Life you must not have a record of a felony conviction. Would you be able to meet such a requirement (check one)? YES NO

If not, was the date of conviction within seven years of this application (check on)? YES NO

The information listed above is correct to the best of my knowledge. I understand that the Office of Residential Life at Eastern Washington University may check all information relating to my application for work. I give Residential Life permission to obtain a copy of my transcript. I understand that being hired and being continued in employment depends upon the truth and accuracy of this information.

Signature: _____ Date: _____

JOB DESCRIPTION AND EXPECTATIONS FOR OFFICE WORKERS

Eastern Washington University
Office of Residential Life

The following are expectations that are to be followed by all Office Workers and Community Advisors when in the hall office. Failure to complete expectations in a professional and courteous manner will result in disciplinary action and/or termination. All questions and concerns will be directed to the worker's RLC or the Assistant Director of Residential Life.

Each Office Worker shall:

- Arrive promptly to all assigned office shifts. These shifts are the responsibility of the assigned Office Worker. If the Office Worker, for whatever reason, cannot work an assigned shift, they are responsible for finding a substitute worker from the building's Office Worker and Community Advisor staffs.
- Wear clothing that is professional for a residence hall office. NO cut-off jeans, sleeveless shirts, tank tops, and clothing with inappropriate wording or symbols will be allowed. If asked by their supervisor to change clothing, the office worker will do so immediately and not wear that clothing again while working – *what clothing is appropriate is not open to debate.*
- Keep track of his/her total number of hours worked each week (Sunday-Saturday) so as not to exceed 19 hours. Workers will receive one warning for working too many hours. The second time a worker works more than 19 hours he/she will be terminated.
- Update timesheet after each shift worked. Timesheet must be signed on or before the 15th and the last day of each month. Failure to sign timesheet may result in you not being paid; forging of timesheet will result in termination.
- Understand that personal projects (such as homework) will not be done while working in the office until all assigned office tasks are completed. If the worker is doing personal project and an office task is assigned, the worker will immediately begin work in the assigned office task.
- Be in the office, available and accessible to the residents. Television watching, game playing, reading, guests and/or study groups, and other distracting activities will not be allowed if they interfere with the operations of the office. If activities are seen as distracting, the worker will immediately discontinue the activity – *which activities are disruptive is not open to debate.*
- Answer the telephone by identifying the hall and the name of the person answering the call. For example, "Dryden Hall, this is Linda, may I help you?"
- Count the cashbox upon arrival in the office and again when leaving the office. This is to be logged in the Money Log Sheet. Any monies under or over the amount logged in prior to the workers shift requires the worker to notify their supervisor. *Any money lost will be the responsibility of the worker whose shift it can be determined the money became missing.*
- Give change or sell stamps to students who ask.
- Distribute packages to students, being sure that they sign the Mail Log Sheet.
- Accept, log, and distribute packages and mail that arrive during his/her shift using the procedures as he/she is trained.
- Lend equipment, games, etc. to the students with the proper ID. The process for this may be different in each hall office as the equipment check-out policies are determined by each hall government.
- Be sure that equipment is returned in good condition. Any equipment not returned in good condition shall be reported to the RLC.
- Charge the student for broken, late, or non-returned equipment.
- Register guests staying overnight with residents and file *Guest Registration Card*.
- Answer any questions residents and guests might have to the best of the worker's abilities. If unable to answer the question, the worker shall assist the resident/guest in finding someone who can answer the question.
- **Not make or receive personal phone calls while on duty.**
- Keep the office neat and tidy during shifts worked.
- Perform office maintenance, opening, closing, and other specific shift tasks as assigned.
- Assist the staff (RLC, ACA, CAs and Central Housing and Residential Life staff) with other duties as assigned.
- Understand that each hall office has special needs and expectations in addition to those listed above. Office Workers are expected to complete these tasks as assigned by their supervisor even though they may not be done "the same way" in another hall office.

THE PROFESSIONALISM WE SHOW IN OUR WORK, AND THE RESPECT WE HAVE FOR THE PERSONS LIVING AND WORKING IN THE HALLS, REFLECTS EQUALLY ON EACH STAFF MEMBER.

JOB DESCRIPTION AND EXPECTATIONS FOR NIGHT DESK WORKERS

Eastern Washington University
Office of Residential Life

The following are expectations that are to be followed by all Night Desk Workers when at the night desk. Failure to complete expectations in a professional and courteous manner will result in disciplinary action and/or termination. All questions and concerns will be directed to the worker's RLC or the Assistant Director of Residential Life.

Each Night Desk Worker shall:

- Arrive promptly to all assigned shifts. These shifts are the responsibility of the assigned Night Desk Worker. If the worker, for whatever reason, cannot work an assigned shift, they are responsible for finding a substitute worker from the building's Night Desk Worker staff.
- Wear clothing that is professional for a residence hall night desk. NO cut-off jeans, sleeveless shirts, tank tops, and clothing with inappropriate wording or symbols will be allowed. If asked by their supervisor to change clothing, the worker will do so immediately and not wear that clothing again while working – *what clothing is appropriate is not open to debate.*
- Keep track of his/her total number of hours worked each week (Sunday-Saturday) so as not to exceed 19 hours. Workers will receive one warning for working too many hours. The second time a worker works more than 19 hours he/she will be terminated.
- Update timesheet after each shift worked. Timesheet must be signed on or before the 15th and the last day of each month. Failure to sign timesheet may result in you not being paid; forging of timesheet will result in termination.
- Be within 5 feet of the night desk, available and accessible to the residents. Television watching, game playing, reading, guests and/or study groups, and other distracting activities will not be allowed if they interfere with the operations of the night desk. If activities are seen as distracting, the worker will immediately discontinue the activity – *which activities are disruptive is not open to debate.*
- Know how to confront residents entering the building and what to accept as proper identification.
- Identify all people entering the residence hall during assigned shift by using the card reader.
- Maintain a written check-in log of all non-residents allowed in the building.
- Register guests staying overnight with residents and file *Guest Registration Card*.
- Refuse entry to non-residents who do not specify a certain person whom they are visiting.
- Ask visitors who do not live in the building to call the person whom they are visiting to verify that they are home and to request an escort through the building.
- Confront any University, Housing, and Residential Life policy violations and/or report such incidents to the Community Advisor on-call or the RLC on-call.
- Refuse entry to non-residents and underage residents possessing alcohol or other items against University, Housing, and Residential Life policy.
- Escort unauthorized persons out of the building, ask for assistance (CA, RLC, University Police).
- Report all violations and concerns to the Community Advisors on-call.
- Maintain a summary log of events during assigned shift.
- Report any situation which requires immediate attention, such as: hazards, behavior problems, violent situations, security hazards, etc.
- If possible, correct safety hazards (i.e.: block entry to area where there is broken glass, mop up water, etc.).
- Know how to report facility concerns and complete incident reports.
- Know the location of First Aid supplies.
- Know the location of emergency exits and fire fighting equipment.
- Answer any questions residents and guests might have to the best of the worker's abilities. If unable to answer the question, the worker shall assist the resident/guest in finding someone who can answer the question.
- **Not make or receive personal phone calls while working.**
- Keep the night desk neat and tidy during shifts worked.
- Perform night desk maintenance, opening, closing, and other specific shift tasks as assigned.
- Assist the staff (RLC, ACA, CAs and Central Housing and Residential Life staff) with other duties as assigned.
- Understand that each hall has special needs and expectations in addition to those listed above. Night Desk Workers are expected to complete these tasks as assigned by their supervisor even though they may not be done "the same way" at another night desk.

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