



Community Desk Assistant

Terms of Service

- **Serve as a CDA academic school year and summer break periods.**
- CDA orientation & trainings. During training periods (the dates and times listed above through the first day of class for the respective semester), the signee must plan to be available from early morning through night hours for training and other position commitments.
 - Any absence from mandatory trainings or staff meetings must be presented in writing to and reviewed by the appropriate Office of Residence Life Professional Staff Member at least two weeks prior to the scheduled date of the event.
- The CDA position is designed to serve the entire Office of Residence Life office; therefore, placement is based on the needs of the office, balanced with the needs of the employee.
 - The ORL professional staff and Senior Resident Assistant determines CDA placement.
 - ORL reserves the right to change placement at any time based on need.

Position Requirements

- Must be full-time IIT or Vander Cook students.
- Maintain student status and a minimum cumulative 2.5 GPA during the employment period.
- Each CDA must be in good academic, judicial, and financial standing with his or her academic institution from the time the employment offer is accepted through the end of their contracted time with Office of Residence Life (ORL).
- Complete all duties described in the CDA position description, as well as additional duties designated by Senior Resident Assistant or ORL staff. Staff members should also be aware of staff meetings, training dates, and projects.
- Failure to meet expectations of the CDA position may result in disciplinary action.
- Complete all procedural tasks including, but not limited to...
- Be available to work 8-20 hours a week during the academic school year. During break periods (Thanksgiving, Winter, and Spring Break), be available to work up to 40 hours a week.
- CDAs may be required to work overnight shifts (12 AM – 6 AM) or other shifts that are difficult to schedule in the event that shifts are unassigned
- Provide excellent customer service and greet all residents, guests, faculty and staff living or visiting the residence halls.
- Check in guests and non-residents with their host visiting the residence halls.
- Sign and sign out all equipment at the front desk to residents
- Assist Office of Residence Life staff during fire drills and evacuation procedures
- CAs must consult their supervisor before making any travel plans during the term of their employment.
- Respond positively and promptly to all reasonable requests from Senior Resident Assistant and Professional Staff members in Office of Residence Life.
- Meet expectations set by the Community Desk Assistant Accountability Model (CDAAM).
- Attend monthly CDA meetings set by your supervisor.
- Be present and available for scheduled desk shifts at all community desks. Complete all necessary paperwork in a timely manner.
- Submit time sheets on time every two weeks by Monday at 10:00 AM.
- Maintain accurate CDA schedule in When-to-Work, following procedures outlined by your

supervisor.

- Remain professional and timely through all forms of communication. (Written/Spoken/Social media/Email)
- Abide by terms listed in the Payroll Policy.
- Abide by terms listed in the Confidentiality Agreement.
- Abide by all Illinois Institute of Technology and Office of Residence Life policies and procedures.
- Model behavior consistent with Illinois state and federal laws. Maintain confidentiality about records that contain individually identifiable student and guest information, the disclosure of which is restricted by the Family Educational Rights and Privacy Act (FERPA) of 1974.
- Complaint from a student alleging they were the victim of sexual, harassment/misconduct, must immediately be reported to an ORL. CDAs are considered Responsible Employees, which means that you have an obligation to report Sexual misconduct matters, which include issues related to dating violence, domestic violence, sexual assault, and stalking. Administrative policy and procedures regarding sexual harassment//misconduct can be found in the Student Handbook and online at <http://web.iit.edu/student-affairs/handbook>.

Departmental Expectations

- Have working knowledge of the policies outlined in the Illinois Institute of Technology Student Handbook, Office of Residence Life Handbook. Demonstrate aptitude in supporting and enforcing these policies.
- Adhere to Office of Residence Life communications standard of responding to e-mails and phone calls from staff members within a 48-hour time period. This standard does not include emergency situations, which require an immediate response.
- Uphold and support the Mission Statements and Commitment to Diversity of IIT and Office of Residence Life.

Conditions and Compensation

- This agreement is does not automatically renew.. Future employment is contingent upon performance evaluation, residence hall staffing, departmental need, and funding.
- This Agreement covers the summer term, including recess periods when the halls are open, as well as training periods prior to the start of the summer term. All staff members are expected to remain working during these times unless other arrangements are made with supervisor approval.
- Starting July 1, 2021, the hourly wage will be \$15.00/hr.
- A CDA is required to notify his or her supervisor if a change may occur or occurs that places them in violation of the requirements of this agreement.