Transition Team Member Description and Expectations

Name: __________________________  Placement: __________________________

Anticipated Position Period: May 4, 2017 to May 19, 2017 and/or August 7, 2017 to August 19, 2017
E-Mail: ________________________@u.boisestate.edu

Expectations of this Position

Under the supervision of the Guest Housing and Conference Coordinator and/or Resident Director, Transition Team members serve as front-line representatives of Boise State University’s Housing and Residence Life community. The following sections outline what Housing and Residence Life expects of Transition Team members, as well as what our Transition Team members can expect from us as a department. As you read through this position description and expectations, please identify any questions you may have and be sure to gain clarification, if needed, from the Guest Housing and Conference Coordinator prior to signing.

POSITION DESCRIPTION

• A successful Transition Team member will possess effective administrative and interpersonal skills including: dependability, motivation, initiative, integrity, flexibility, organization, discretion, and strong communication.
• Because of the multiple functions of our front desks, a successful Transition Team member must be able to manage administrative, customer service, and security-related tasks. Transition Team members must therefore have basic knowledge of office procedures including organization, data entry, word processing, written and oral communication, and phone etiquette.
• Transition Team members often serve as the first contact for residents, visitors, and individuals outside the Boise State community, so a Transition Team member must demonstrate professionalism and customer service at all times.
• Transition Team members must be willing to work a variety of shifts (mornings, days, evenings, weekends, and holidays).
• Transition Team members may work up to 30 hours/week (a Transition Team member’s total aggregate weekly hours for any and all jobs with Boise State cannot exceed 30 hours). Each Transition Team member may be required to work weekends, holidays, late-nights, and early-morning shifts. Transition Team member shifts are assigned around the Transition Team member’s class schedule. Additional flexibility will be considered if possible.
• Work schedules will be posted via the scheduling software WhenIWork. It is the Transition Team member’s responsibility to log into software to check his or her schedule.
• Transition Team members are responsible for finding appropriate coverage for their scheduled shifts in the event the Transition Team member is unable to work as scheduled. The Transition Team member is responsible for communicating appropriately with a supervisor regarding any such shift coverage.
• Transition Team members must participate in required training and be able and willing to work prior to the end of training, if needed.
• Transition Team members will receive a meal plan; the number of meals will be based on how many days the Transition Team member works. Meal plans are intended for the use of the Transition Team member only. The meal plan will not be rechargeable. Transition Team members will be provided with an on campus rent-free housing option and are required to live in the community and unit in which they are assigned to. If they are already living on campus they might be required to move to another unit in order to help the Guest Housing team to prepare for summer conference needs.
• Transition Team members must vacate their summer housing assignment at the completion of their employment. Transition Team member’s appointments are generally made for either both or one of the transition periods—during the
month of May and the month of August. However, pursuant to University policy student employment is at-will and the University may terminate a Transition Team member's appointment at any time.

- Reappointment to the position is not guaranteed and is based upon performance throughout the summer conference season. Transition Team members interested in returning must be recommended for reappointment by their supervisors.
- The position is a non-work study position.
- Transition Team members are paid an hourly wage of $8.00 for a maximum of 30 hours/week (a Transition Team member's total aggregate weekly hours for any and all jobs with Boise State cannot exceed 30 hours).
- Transition Team members are provided a rent-free housing option during their employment and are required to live in the community and unit in which they are assigned.
- Upon early separation from their position (voluntary/involuntary) the staff member may be required to move out of the assigned space and/or assume the full prorated charges for the space (pending availability and consideration of the circumstances).
- Transition Team members are required to successfully complete a background investigation prior to starting the position.
  - Transition Team members are subject to all University policies, Housing and Residence Life Standards & Expectations, the Student Code of Conduct, and local, state and federal laws. Housing and Residence Life may check with any and all relevant departments, offices, and agencies at any time to ensure compliance with all applicable laws and policies.
  - In order to complete the comprehensive background check, Transition Team members with a contingent position offer will receive an email from a third party (Sterling Systems) to their BroncoMail account at which time the prospective Transition Team member will have five (5) days to respond and complete the required information.
  - Results of the background check will be reviewed, and may prompt a review of the candidate’s appropriateness for the position, or cause the revocation of the Transition Team member position offer. All offers are contingent upon a successfully completed background investigation.
- The day of training, Transition Team members are provided a rent-free housing option and are required to live in the community and unit in which they are assigned. Transition Team members who live in Boise State Apartments may receive compensation for their portion of the apartment rent only during the transition periods in which they work (i.e. not the full apartment rent). Rent-free housing is only provided during the time of employment.
- Transition Team members are responsible for reading and understanding (1) the Transition Team member training materials provided in a shared folder on Google Drive; (2) Boise State University policies, including but not limited to those required as a part of the new employee Compliance Certification; (3) the Student Code of Conduct; (4) Housing and Residence Life Standards and Expectations; and (5) any additional assigned literature, and for seeking clarification when necessary. It is better to ask questions to gain a better understanding, than to guess an answer and potentially lead someone astray.
- Transition Team members must complete Boise State University’s Compliance Certification within 30 days of the Transition Team member’s start date, in addition to other required training offered through the University. Failure to complete required training by the deadline may result in immediate termination of the Transition Team member’s employment. The Compliance Certification and other required trainings are considered work activities and therefore should be completed during your scheduled work hours. You should coordinate when to complete these items with your direct supervisor.
- Transition Team members must be in "Good Standing" with Housing and Residence Life and the University (including student conduct, academic, and financial status). As a front-line contact for Housing and Residence Life, it is critical that a Transition Team member uphold and adhere to all University policies, including the Student Code of Conduct, and Housing and Residence Life Standards and Expectations, realizing the impact on the community and staff when these policies and standards are violated.
- A Transition Team member must be a student at Boise State University working toward a degree. All undergraduates must be enrolled in at least 6 credits at Boise State University in the Fall 2017 semester or in one class during the Summer 2016.
- Transition Team members must have successfully completed at least 12 credits at Boise State University prior to employment.
- Transition Team members must have a minimum cumulative and semester GPA of 2.0.
- Transition Team members cannot hold any other position at Boise State during the Transition periods in which they are assigned to work. Additionally, Transition Team members must have the written permission of the Guest Housing & Conference Coordinator to continue any pre-existing or start any new non-Boise State-related employment.
- Transition Team members must attend all required training sessions and staff meetings.
At the end of their appointment, Transition Team members must return all assigned equipment and supplies, including polo shirt and name tags to the Guest Housing Coordinator. Failure to return any assigned equipment or supplies may result in charges being assessed to the Transition Team member.

GENERAL DUTIES & RESPONSIBILITIES
Successful Transition Team members demonstrate a commitment to the Housing and Residence Life department, the position, and the guests and visitors that they assist and interact with. Transition Team member responsibilities vary depending upon the specific area to which they are assigned, but will include the following:

- Prepare and complete check-in/out processes, as directed.
- Distribute and forward mail following the procedures outlined in training.
- Answer questions from guests and visitors, post information, answer the telephone in a professional manner at all times, record and distribute messages.
- Collaborate with supervisory team to ensure all necessary preparations for arrivals and departures are completed.
- Issue and account for keys, following the procedures outlined in training.
- Maintain and organize an accurate and up-to-date lost & found inventory.
- Acquire a working knowledge of Housing & Residence Life, desk programs, Boise State University, and prospective clients.
- Ensure that all administrative requirements are fulfilled completely, accurately, and on-time.
- Adhere to assigned work schedules and daily desk task.
- Remain at the desk while on shift, except in the performance of work related tasks, or responding to an emergent situation.
- Wear uniform and name badges during all work shifts.
- Check University work-related email once every 24 hours.
- Read and maintain the daily desk log.
- Update rosters and occupancy data when needed.
- Enter work requests in TMA timely and appropriately.
- Complete desk swaps in accordance to established procedures.
- Actively engage as a staff member by sharing ideas, concerns, and suggestions in a timely and appropriate manner.
- Help and support the entire team by assisting others.
- Cooperate with coworkers and treat one another with respect.
- Have a positive attitude and be willing to contribute to an encouraging work environment.
- Promote and maintain good relations for the University through contact with co-workers, students, prospective students, conference guests, supervisors, and others.
- Abide by and enforce policies outlined by Housing and Residence Life, Boise State University, and local, state, and federal entities.
- Maintain professionalism by wearing the uniform and name badge during all work shifts, and arrive to your shift on time with a positive attitude.
- Protect and withhold sensitive information related to conferences, conference guests, summer residents, Boise State Guest and Housing Services, and other members of the staff.
- Abide by the Family Education Right to Privacy Act (FERPA). Information protected by FERPA cannot be released by staff unless specific criteria are met. Refer questionable inquiries to their supervisors for appropriate direction and follow up. Sign and abide by a confidentiality agreement and social media policy, which prohibits the use of social media platforms to disclose information about conferences, conference guests, Boise State Guest and Housing Services, and other staff.

GENERAL EXPECTATIONS

Conduct:
- Transition Team members are responsible for understanding and abiding by, in practice, in rationale, and in spirit, the policies and procedures in the Student Code of Conduct, Housing and Residence Life Standards & Expectations and the specific procedures for the Transition Team member's assigned community. Due to the importance placed on role-modeling, Transition Team members, as at-will employees, may be terminated at any time for violations of University policies (including but not limited to those set forth in the Student Code of Conduct and Housing and Residence Life
Standards & Expectations), or state or federal law, whether the offense took place on campus or off campus. Transition Team members will not condone or promote policy violations or violations of the law, and the Transition Team member will report any violations thereof to the Resident Director.

Confidentiality/Communication:
- Transition Team members come in contact with sensitive and confidential information in the Transition Team member position. This information may be protected by state and federal laws, including the Family Educational Rights and Privacy Act (FERPA). Information covered by FERPA and other laws may not be released unless specific conditions are first met. Transition Team members are required to sign and abide by a confidentiality statement. It is essential that a Transition Team member communicate all concerns only to the Transition Team member’s supervisor, and not to other staff or students. A Transition Team member should not discuss personal or confidential student issues, concerns or events with other students or staff unless specifically directed to do so by the Transition Team member’s supervisor. It is important to maintain confidentiality in relation to all conduct or student issues that the Transition Team member may encounter during their employment, including those which may involve the Transition Team member directly. Communications or inquiries concerning personal or confidential information involving a student or a sensitive incident should always be referred to the Transition Team member’s supervisor. Any media inquiries should be forwarded to the Assistant Director for Residential Education.

Housing Agreement:
- Transition Team members are required to live in the community and unit to which they are assigned. Housing and Residence Life assigns staff based on the needs of the community and the determined staffing patterns. Each Transition Team member is required to complete a Residence Hall Agreement. Upon early termination of the Transition Team member’s position responsibilities (whether through resignation or termination), the Transition Team member will be responsible for the completion of the Residence Hall Agreement terms and any necessary financial obligations of the Residence Hall Agreement, as well as being relocated outside the community where they worked as a Transition Team member.

Key Responsibility:
- The Transition Team member is responsible for the cost of any lock/key changes if any keys issued to the Transition Team member by Housing and Residence Life are lost.

Other Duties as Assigned:
- Transition Team members may be asked to assist with a variety of other tasks, duties and responsibilities that are not specifically listed above under “General Duties and Responsibilities.” Such requested assistance may include administrative work and expectations assigned by the Resident Director which support the overall operation of Housing and Residence Life’s facilities and the success of the residents.

Role-modeling, Ethics and Credibility:
- Transition Team members are expected to be positive role models and ethical decision-makers at all times, both on and off campus. A Transition Team member’s behavior at all times should reflect positively on Boise State University and Housing & Residence Life.
  - It is essential that Transition Team members do not engage in speech or behavior that compromises their credibility during work hours, nor the credibility of their peers, team, department, or the University. Further, Transition Team members should be aware of and take steps to avoid any negative effect of their online/social media presence and non-work related activities on and off campus that may have a detrimental effect on their credibility or that of their peers, team, department, or the University.
  - Students look to Transition Team members for assistance, therefore Transition Team members must make healthy and sound decisions. It is essential that Transition Team members respect residents, peers, supervisors, and the Transition Team member position – treating each with care.
  - To avoid concerns related to conflict of interest and/or sexual harassment, a Transition Team member currently in, or considering starting a romantic relationship with a resident or another staff member must share this relationship with the Assistant Director of Residential Education prior to the start of the Transition Team member position. Together, the team can take appropriate steps to address the potential concerns, up to and including possible relocation of the Transition Team member. Under no circumstances should a Transition Team member
become romantically involved with a resident in the Transition Team member’s community while the Transition Team member is employed as a Transition Team member.

- If it is deemed that a Transition Team member is using the Transition Team member’s position to take advantage of residents or negatively influence others, or if it is determined a Transition Team member has a conflict of interest, personnel action may be taken.

**Student Employment Policies and Procedures:**

- Each Transition Team member is required to read, understand and abide by Boise State University policies and Housing and Residence Life policies and procedures regarding student employment.

**TERMINATION OF EMPLOYMENT**

- If a Transition Team member chooses to resign during the summer conference season, a letter of resignation should be given to the Transition Team member’s supervisor, preferably at least two (2) weeks prior to the Transition Team member’s resignation.

- Transition Team members are at-will employees and may be terminated at any time for no reason at all, or for violation of Boise State University policies including the Student Code of Conduct and Housing and Residence Life Standards and Expectations, or public law, or failure to arrive for a shift on time, failure to find a suitable shift replacement, leaving the desk unattended, mishandling/misuse of student, University, or Housing & Residence Life property (i.e. programming supplies, keys, mail/packages, etc.), or failing to follow the direction of a supervisor.

- Upon early separation from their position (voluntary/involuntary) Transition Team members may be required to move out of the assigned space and/or assume the full prorated charges for the space (pending availability and consideration of the circumstances).

- Upon termination of the Transition Team member’s employment, all necessary paperwork must be completed.
  - It is the Transition Team member’s responsibility to meet with the Transition Team member’s direct supervisor to determine an appropriate housing re-assignment, if any, to schedule an appointment to return Transition Team member supplies/materials, and to check out of the Transition Team member’s existing room assignment.

- Transition Team members are financially responsible for any unreturned items and, if applicable, an improper checkout fee. Such charges will be posted to the Transition Team member’s student account.

- Transition Team members who resign or are terminated are subject to penalties associated with the departmental purchase of a meal plan. Meal plans are non-transferable, and as such, resignation or termination may result in the Transition Team member being charged the remaining pro-rated amount of the Transition Team member’s meal plan following the Transition Team member’s resignation or termination.

- If a Transition Team member resigns or is terminated and the Transition Team member no longer will live on campus, the Transition Team member may be subject to normal housing penalties associated with breaking the Residence Hall, Suite, Townhome, and Meal Plan Agreement.

____________________________________________________________________________________

Your signature below reflects and confirms your understanding of, and acceptance of, the duties, responsibilities and expectations of all Transition Team members at Boise State University as set forth in this document.

- I understand the Transition Team member position for which I will be employed begins on May 4, 2017 and/or August 7, 2017 and terminates automatically on May 19, 2017 and/or August 19, 2017, or upon notice of termination, whichever is earlier. I understand that my employment is at-will and may be terminated at any time prior to the end of the summer conference season.

- I accept the duties, responsibilities and expectations of the Transition Team member position and will perform them as outlined in this document.

- I agree to accept additional duties, not explicitly listed in this document, as directed in training or meetings or by my direct supervisor.

I accept the offered Transition Team member position with Housing and Residence Life.

Printed Name: ___________________________ Student ID Number: _________________

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Please note below any special dietary needs:

- ☐ Vegetarian
- ☐ Halal
- ☐ Vegan
- ☐ Gluten Free
- ☐ Kosher
- ☐ Nut Free
- ☐ Other: Please specify your needs
- ☐ No Dairy