I. GENERAL DESCRIPTION

The Desk Receptionist (DR) is an undergraduate part-time student staff member of Housing & Dining Programs and a member of the University's Office of Campus Life. The Desk Receptionist fulfills a vital role in the residence hall system by helping ensure the safety of the halls, assisting residents with concerns, and welcoming guests and visitors.

The DR reports to the Residential Services Coordinator (RSC) and is expected to work closely with other staff members (other DRs, Desk Coordinator, Desk Receptionists, Residence Maintenance Crew Members, and University College Program Associates, etc.) within the building, as well as across campus.

II. STUDENT STATUS

The DR is a full-time undergraduate student. The DR must be enrolled in a degree-granting program each semester. Academic credits will be checked on a semester basis at the conclusion of the drop/add period.

DRs must maintain a cumulative GPA of 3.0 and a semester GPA of 3.0 while employed. GPAs must be maintained from the date of application until the date of separation. DRs falling below the minimum GPA requirements may be subject to termination. Grade Point Averages will be verified at the conclusion of each semester.

III. EMPLOYMENT DATES

<table>
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<tr>
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<th>START DATE</th>
<th>DISMISSAL DATE</th>
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<tbody>
<tr>
<td>FALL 2016</td>
<td>Monday, August 15th, 2016</td>
<td>Friday, August 20th, 2016</td>
</tr>
<tr>
<td>SPRING 2017</td>
<td>Tuesday, January 10th, 2017</td>
<td>Thursday, January 12th, 2017</td>
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This is a one-year appointed position subject to a reapplication process and satisfactory job performance evaluations.

IV. TIME COMMITMENT/EXPECTATIONS

DRs are required to work a minimum of ten (10) hours every week. DRs are required to work desk shifts as assigned during scheduling meetings and must get coverage at least 24 hours in advance if they are not able to work a scheduled shift.

V. OUTSIDE COMMITMENTS

DRs must discuss outside commitments with their supervisors prior to starting their positions each semester. If job performance is compromised because of outside commitments, the DR may be given a recommendation from his/her supervisor to limit outside commitments to improve job performance. Continued poor performance may result in employment probation or dismissal.

VI. TRAINING REQUIREMENTS/EXPECTATIONS

All Desk Receptionists must attend and participate fully in staff training in August and January prior to the beginning of each semester. The DR must participate in a formal evaluation during the course of the fall and spring semesters as directed by the supervisor. The spring evaluations are an important component to the DR Reapplication process for continued employment during the next academic year.
VII. POSITION REQUIREMENTS AND EXPECTATIONS

A. ADMINISTRATION
1. Turn in completed any and all HR and payroll forms to the Residential Services Coordinator.
2. Be timely and professional in all written and verbal communications with H&DP staff and AU community members.
3. Compile accurate and timely reports for supervisor as requested (CSI, sign-in logs, digital systems management, etc.).
4. Complete bi-weekly online timesheets on time.
5. Confront, document, and follow through on violations of published University and Housing and Dining Programs’ policies, regulations, and procedures in an accurate and timely manner.
6. Treat information concerning staff and/or students with the utmost confidentiality.

ADMINISTRATOR reviewed (Desk Receptionist initials)

B. COMMUNITY FACILITATION
1. Treat concerns of all customers with attentiveness and seriousness.
2. Serve as a liaison between students and the supervisor.
3. Maintain a working knowledge of the University’s facilities, services, and resources.
4. Ensure that the desk is clean, all packages are properly and clearly sorted, all binders and logs are in appropriate locations, and all supplies are stocked.

COMMUNITY FACILITATOR reviewed (Desk Receptionist initials)

C. ROLE MODELING AND POLICY COMPLIANCE
1. Be well versed in, personally abide by, and help enforce University policies including the Housing Agreement. DRs must also abide by all regulations in federal and local jurisdictions.
2. Understand that all actions of a DR (including those engaged in outside of the residence hall) are observed by residents, other DRs and staff members. DRs must hold themselves to a higher standard in all actions.
3. Wear a designated American University Desk Staff Shirt, Approved American University Shirt, or appropriate business casual attire during ALL shifts.

ROLE MODELING AND POLICY COMPLIANCE reviewed (Desk Receptionist initials)

D. FACILITIES/OPERATIONS
1. Assist in the opening, closing, and staffing of the residence hall desks at break times.
2. Correctly log, sort and distribute UPS, FedEx, DHL, and Mail Services packages as they arrive during shifts.
3. Prepare and maintain accurate records regarding room change, maintenance, damage, package situations, and policy violations.
4. Assist other Housing and Dining Programs staff with no-show verification process, vacancy lists, room change, room draw, public area inventories, room inventory forms and other administrative processes as determined by the supervisor.
5. Maintain proper key distribution procedures at all times to maintain accuracy and security. DRs must not create or issue keys to anyone, including themselves, without following proper documentation procedures.

FACILITIES/OPERATIONS reviewed (Desk Receptionist initials)

E. TEAM MEMBER
1. Maintain positive relationships with fellow DRs, DRs, DCs, RMCs, and Program Associates.
2. Attend DR meetings to schedule desk shifts and receive additional training.
3. Maintain ongoing communication with supervisor, Desk Coordinators, fellow DRs, and Housing and Dining Programs office by checking staff mail, phone messages, and e-mail messages on a daily basis.
4. Support efforts of front desk staff in creating a safe living environment for the residents.

TEAM MEMBER reviewed (Desk Receptionist initials)
F. CUSTOMER SERVICE

1. Provide a high level of customer service to all residents and guests of the residence hall.
2. Treat anyone who approaches the desk with respect, consistency, and empathy.
3. Assist to the fullest ability with any customer request, and pass unresolved customer concerns to the Desk Coordinators, RSC, or appropriate H&DP staff member.
4. Fully refrain from personal activities (reading, completing homework, surfing the internet, etc.) unless/until there are no customers in need of assistance and all administrative responsibilities are fully complete.
5. Fully and immediately cease any personal activities (reading, completing homework, surfing the internet, etc.) when a customer approaches the desk.

G. OTHER DUTIES AS ASSIGNED

The nature of the DR position does not allow for all duties to be explicitly described. There will be times when hall staffs are requested to assist in an emergency or other unforeseen circumstance. These situations will be presented as thoroughly as possible at the time of need.

VIII. COMPENSATION

The compensation package for DRs is:

- $11.50 per hour

The compensation package cannot be arranged in any other manner. It is the responsibility of the DR to understand his/her own financial aid package, and the impact of the DR position upon that package. If a DR would like the position to be paid out of their Federal Work Study Award, they must request to be hired under Federal Work Study upon accepting the position.

IX. SIGNATURES

I understand and agree to abide by all of the requirements for employment as a Desk Receptionist at American University during the 2016-2017 academic year.

I further understand that failure to perform any or all of the above expectations may result in employment disciplinary action, including job probation or termination from the DR position.