



AMERICAN UNIVERSITY
HOUSING AND DINING PROGRAMS
WASHINGTON, D C

Desk Receptionist (DR)
Position Description

Role of the Desk Receptionist

The Desk Receptionist (DR) serves as a resource person by receiving and referring hall residents and guests. The DR assists with the opening and closing of the residence hall; monitors building security and OneCard system; answers telephones; transfers calls to appropriate parties; takes messages for staff; maintains package and key logs; monitors keys; receives package deliveries; attends scheduled staff meetings; meets with supervisor at required times; and maintains the appearance and general upkeep of the desk.

Minimum Qualifications

- Full-time student at American University
- Enrolled in a degree-granting program each semester
- Maintain a 2.5 GPA or higher

Compensation

- **2010-2011 Academic Year:** \$8.25/hour (10-20 hours/week)

Hiring Timeline

Housing and Dining Programs generally hires Desk Receptionists twice a year, and on an “As-Needed” basis. Please be sure to check our website (<http://www.american.edu/housing>) for a detailed position description and application.

The mission of the Office of Campus Life is to integrate students into a diverse university community; promote their intellectual, social, and spiritual development; and in collaboration with the faculty, prepare students for lifelong learning and global citizenship.

Housing and Dining Programs develops inclusive, student-centered residential communities that enhance the academic experience of each resident while providing services that support the greater university community.

To that end, we are committed to:

- *Delivering quality opportunities and services that anticipate the needs and exceed the expectations of the university community by ensuring that the residential and dining experience is our highest priority.*
- *Providing safe, secure and well-maintained residential environments that promote personal success, social engagement and global responsibility.*
- *Fostering an appreciation of each individual in ways that increase awareness through active, intentional and continuous engagement with diversity.*
- *Nurturing the holistic development of residential students through communities that promote co-curricular learning.*
- *Improving our practices and procedures through ongoing assessment, targeted goal development and benchmarking our progress.*