



AMERICAN UNIVERSITY  
HOUSING AND DINING PROGRAMS  
WASHINGTON, D C

## Desk Coordinator (DC) *Position Description*

### **Role of the Desk Coordinator**

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The Desk Coordinator (DC) is responsible for the overall management and operation of the hall desk. The DC assists with the supervision, recruitment, selection, training, and evaluations of the Desk Receptionists. The DC coordinates regular meetings with the desk staff, prepares and monitors shift schedules, ensures that employment paperwork is completed for desk staff and that time sheets are completed appropriately on-line, monitors key control procedures, coordinates package logging procedures and tracking system, coordinates staff meetings, and meets regularly with the Residential Services Coordinator and RD/AD.

### **Minimum Qualifications**

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

### **Compensation**

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- **2011-2012 Academic Year:** \$9.75/hour (*hours vary by desk*)

### **Hiring Timeline**

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Housing and Dining Programs generally hires Desk Coordinators twice a year. Please be sure to check our website (<http://www.american.edu/housing>) in late January/early February and early/mid-October for a detailed position description and application.

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*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.*