Desk Receptionist (DR)
Position Description

Role of the Desk Receptionist
The Desk Receptionist (DR) serves as the frontline customer service representative for their residence hall. The DR assists with the opening and closing of the residence hall; monitors building security; 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
- 2014-2015 Academic Year: $9.50/hour (10 hours/week minimum)

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](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.