AMERICAN UNIVERSITY
HOUSING & DINING PROGRAMS
Student Receptionist (SR)
Position Description

The Student Receptionists are responsible for overall support of the Housing & Dining Program’s main office.

General Responsibilities:

The Student Receptionist will assist the staff of Housing and Dining Programs with a number of tasks which include, but are not limited to the following:

1. Provide a high level of customer service to all residents and guests of the office;
2. Serve as primary point of contact for students and other visitors to the office. The Student Receptionist will answer questions and refer the guest to the appropriate staff member if unable to assist;
3. Answer telephone calls and transfer the caller to the appropriate staff member;
4. Attend meetings during certain times of the year to go over policies, procedures and events that may be taking place in the office;
5. Maintain familiarity with Student Receptionist responsibilities and Employment Guidelines;
6. Be appropriately dressed at all times while working a shift;
7. Maintain confidentiality at all times in regard to any conversation, phone call, or paperwork that the student is privy to while working in the office;
8. Distribute mail to the appropriate mail boxes;
9. Assist various staff members in the office with administrative projects;
10. Assist in maintaining student housing files by filing appropriate paperwork;
11. Enforce and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs/American University.
12. Other duties as assigned.

Qualifications:

1. Full-time American University student (undergraduate or graduate) with a current cumulative GPA of 2.5 or higher.
2. Proven ability to work well under pressure.
3. Strong organizational skills and the ability to multi-task.
4. Strong interpersonal and customer service skills.
5. Previous housing and/or residence hall desk experience strongly preferred.
7. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

Requirements:

1. The SR position requires 10-20 hours per week during standard business hours. Some non-traditional work may be required during semester move-in and move-out.
2. Attendance at all mandatory training sessions and meetings.
3. Student Receptionists must discuss outside commitments with their supervisor prior to beginning their positions each semester. Outside commitments should not exceed 12 hours/week. If performance is compromised because of outside commitments, the SR may be given a recommendation from his/her supervisor to limit outside commitments in order to improve performance. Continued poor performance may result in employment probation or dismissal.
4. Employment Dates: Fall employment dates begin with training in August and extend until halls close on December 21, 2016. Spring employment dates begin with training on January 5, 2017 and extends through the end of hall closing and the transition of desk operations to summer staff on May 10, 2017.
Compensation:

- The Student Receptionist will receive an hourly wage of $11.50 per hour. It is the responsibility of the SR to understand his/her own financial aid package and the impact of the position upon that package.