Position Title: Desk Receptionist

Department: Housing & Residence Life

Hourly Wage: $15.00/Hour

Description:
The Desk Receptionist (DR) is an undergraduate part-time student staff member of Housing & Residence Life 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 is supervised by a Community Director with the support from the Residential Operations Coordinator (ROC) and is expected to work closely with other staff members (other DRs, Desk Coordinators, Desk Receptionists, Residence Maintenance Crew Members, and University College Program Associates, etc.) within the building, as well as across campus.

Minimum Requirements:
1. Full time enrollment as an undergraduate (minimum 12 credits and a maximum of 17 per semester)
2. Cumulative GPA at, or above, 2.75 and term GPA at, or above, 2.5 (GPA’s must be maintained from the date of application until the date of separation)

Additional Information:
1. This is a 10-month position from August 2, 2020 through May 10, 2021.
   - Fall 2020 arrival – August 12 beginning @ 9 AM | Fall 2020 departure – November 25 @ 5 PM
   - Spring 2021 arrival – January 3 beginning @ 5 PM | Spring 2021 departure – May 10 @ 5 PM
2. All Desk Receptionists must attend and fully participate in staff training in August and January prior to the start of the academic semester.
   - Fall 2020 training dates: August 2 – August 3
   - Spring 2021 training dates: January 3
3. All Desk Receptionists must participate in opening of the residence halls from August 16, 2020 – August 21, 2020.
4. The residential front desks at American University are a 24-hour operation throughout the entire academic year. This position has “nontraditional” business hours making it likely that staff will work evening (11:00pm-7:00am) and/or weekend hours.
5. Desk Receptionists are required to work one break (Winter Early Arrival) over the course of the academic year.

Principal Accountabilities:
1. Administration
   - Turn in completed any and all HR and payroll forms to the Residential Operations Coordinator (ROC) or Community Director.
   - Be timely and professional in all written and verbal communications with Housing & Residence Life staff and AU community members.
   - Compile accurate and timely reports for supervisor as requested (CSIs, sign-in logs, digital systems management.).
   - Complete bi-weekly online timesheets on time.
   - Confront, document, and follow through on violations of published University and Housing & Residence Life policies, regulations, and procedures in an accurate and timely manner.
   - Treat information concerning staff and/or students with the utmost confidentiality.

2. Community Facilitation
   - Treat concerns of all customers with attentiveness and seriousness.
Serve as a liaison between students and the supervisor.
- Maintain a working knowledge of the University’s facilities, services, and resources.
- 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.

3. Role Modeling and Policy Compliance
- 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.
- 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 action.
- Wear a designated American University Desk Staff Shirt, American University apparel, or appropriate business casual attire during ALL shifts.
- Follow outlined emergency response protocol when necessary at the desk.

4. Facilities/Operations
- Assist in the opening, closing, and staffing of the residence hall desks at break times.
- Correctly log, sort and distribute UPS, FedEx, DHL, and Mail Services packages as they arrive during shifts.
- Prepare and maintain accurate records regarding room changes, maintenance, damages, package situations, and policy violations.
- Assist other Housing & Residence Life staff with no-show verification process, vacancy lists, room change, public area inventories, room inventory forms and other administrative processes as determined by the supervisor.
- 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.

5. Customer Service
- Maintain positive relationships with fellow Desk Receptionists, Desk Coordinators, the Residential Maintenance Crew, and Program Associates.
- Attend DR meetings to schedule desk shifts and receive additional training.
- Maintain ongoing communication with supervisor, Desk Coordinators, fellow Desk Receptionists, and Housing & Residence Life office by checking staff mail, phone messages, and e-mail messages on a daily basis.
- Support efforts of front desk staff in creating a safe living environment for the residents.

6. 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.