The Desk Receptionist (DR) is an integral member of the Residence Life team because s/he serves as the initial representative of the residence hall/apartment building, Residence Life, and Marquette University.

The DR is in contact with persons outside the MU community and visitors, as well as the residents/tenants and their guests. By maintaining a professional appearance and a positive attitude, the DR is an essential member of the Residence Life team. The DR, first and foremost, is a safety and security checkpoint for the building. DRs are directly supervised by and report to the Residence Hall Facilities Manager/Apartment Manager. DRs will also receive direction from members of the Residence Life Professional staff.

For DRs working in the University Apartments, ability to work breaks is extremely important, as the desks are open year-round.

Specific Responsibilities

I. Development of Professional Relationships with Residents/Tenants, University Employees and visitors.
   a. Communicate regularly with other members of the building staff. This includes keeping other appropriate staff members informed of specific situations occurring in the building.
   b. Maintain regular desk coverage hours in order to develop good communication and a positive community environment with residents/tenants in the building.
   c. Communicate with residents/tenants regarding issues including, but not limited to, University policies, procedures and regulations. Enforce these guidelines in an assertive and consistent manner.
   d. Act as a resource and referral contact for residents/tenants and visitors.

II. Building Security
    a. Monitor access to the building by residents/tenants and visitors.
    b. Monitor access to the building by contractors/vendors and other University employees.
    c. Maintain appropriate building entry and guest registration records completely and accurately.
    d. Maintain knowledge of all emergency procedures.

III. Desk Management
     a. Maintain complete and accurate front desk and mail logs. Monitor front desk key control system.
     b. Monitor use of equipment available for checkout. Promptly notify FM/AM of any damage or malfunction of equipment.
     c. Monitor Lobby and any adjunct storage facilities.
     d. Document any unusual circumstances regarding residents/tenants or situations brought to your attention.
     e. Complete necessary reports in a timely manner.
     f. Maintain an orderly desk and monitor lobby cleanliness. Remove outdated posters.
     g. Monitor desk supplies.

IV. Department Assignments
    a. Participate in Staff Meetings.
    b. Participate in Training Sessions.
    c. Participate in the selection, training and evaluation of appropriate members of the Residence Life staff.

V. Other duties to be assigned.