Nature of the Position

Q: What does a typical desk shift look like for a DR?
A: Please read the Desk Receptionist position description on the Office of Residence Life website for a full list of many responsibilities you will have as a DR. You will be interacting with a large amount of residents and staff as you maintain building security, practice customer service, manage the front desk and its operations, and participate as a member of your residence hall staff. Also, you may consult a current DR as a resource for learning about the position or attend an information session held during March 2016.

Q: What is the best part of being a DR at Marquette?
A: Many DRs say how they love to brighten other people’s days and know that they are playing a fundamental role in keeping their communities safe. Being a DR also means that you get to meet a lot of new interesting people and form great connections with students, staff and visitors.

Q: What is the most challenging part of the DR position at Marquette?
A: Ensuring that residence hall policies are followed and enforced among peers can be challenging for some DRs when they first start, but you receive proper training and have great support from your supervisor and other staff in Residence Life to allow you to carry out your responsibilities effectively. When DRs are consistent, professional and friendly, residents respect and trust them and this challenge can easily be overcome.

Q: Are there any other responsibilities for DRs besides working at the front desk?
A: Yes. DRs also manage the mailrooms in each residence hall/apartment complex.

Q: Can I do homework during a DR shift?
A: As a DR you play a fundamental role in ensuring your building and community are secure, safe and everyone is treated with care. That being said, we also know you are a student so if you encounter quiet times during your shifts, you are more than welcome to catch up with coursework. DR responsibilities should always be prioritized without distractions so there will be many times where completing homework on a shift is not possible. A good rule of thumb is to not expect free time during a shift for homework and treating that opportunity as a bonus!

Q: Can I be an RA and DR at the same time?
A: No. You cannot hold both positions concurrently.

Q: Can I be on ‘O’ Staff and be a DR at the same time?
A: O staff responsibilities are carried out during the same time that DR training the week before the fall semester commences. Since DR training is mandatory as one condition of employment for the position, you are encouraged not to hold both positions concurrently.

Shifts and Hours

Q: How many hours should I expect to work as a DR?
A: DRs should be able to work a minimum of 8 – 12 hours per week. You can work more depending on the staffing needs and if you need to sub for a fellow DR, but 8 hours per week is the required minimum.
Q: Can I work multiple shifts in one day?
A: This would depend on the shift needs of your team, your schedule and your supervisor when assigning shifts.

Q: Do I have to work on the weekends? What about late at night or early in the morning?
A: Yes. All DRs are expected to be available for shifts falling anywhere between 7am to midnight, seven days a week. Shifts that are not quite as desirable will be equitably allocated to DRs by their manager as best appropriate.

Q: Will I be required to work shifts when the residence halls are closed during breaks?
A: Anytime a residence hall or apartment community is open during the academic school year, DRs for that community will be expected to manage the front desk or mailrooms. This means that when classes are not in session, if the residence hall is still open, you will be expected to be available for shifts. It is optional to work during spring, summer and winter break shifts and these shifts are more limited in quantity and in range of hours.

Q: Will I be able to schedule around my classes?
A: Yes. Your shifts will not interfere with class time.

Q: As a DR, can I opt out of shifts during busy weeks like during midterms and finals?
A: In consultation and with approval by your manager, you would be able to have another DR on your staff substitute for you if needed, but know that all DRs will be taking midterms and finals. Scheduling for these times may look different in order to accommodate everyone’s schedules compared to the regular academic year.

Selection and Training

Q: Can I choose which building I want to work in?
A: No. The Office of Residence Life believes that if you are great enough to be hired as a DR at Marquette, you will do great at any community! DRs are selected by Managers based on the respective needs of their communities and staff teams.

Q: I was placed on the Alternate Pool? How likely is it that I can be selected later as a DR this year?
A: Staffing needs can change such as when current DRs study abroad, start internships or acquire other jobs. In the past, it was likely for candidates on the Alternate Pool to be asked to become DRs throughout the year. We ask that you just keep us updated on your intentions if anything changes after being placed in the Active Pool.

Q: Will I only be assigned to one residence hall as a DR?
A: Yes. You will be assigned as a DR to one residence hall/apartment community primarily.

Q: I had something come up that will occur at the same time as DR training in late August. Can I miss training?
A: No. DR training is mandatory for all new and returning DRs. Any candidates who are selected and then not able to attend a DR training in August may have their offer of acceptance rescinded.

Q: What is training for becoming a DR like? Will I be trained to handle emergency situations like fires, incidents involving MUPD, etc.?
A: One important requirement for being selected as a DR is being available and attending the DR training that will be offered to new and returning DRs in late August before courses resume for the fall semester. As a point of reference for last year, DR training occurred on Sunday, August 23 to Tuesday, August 25 and students returned to campus on Wednesday, August 26. During this training, you will learn how to respond to typical and emergency situations that you would encounter as a DR. Protocol for fire drills, corresponding with residence life staff, MUPD, contractors, facilities staff, students and procedures managing keys, building access, checking out equipment and various other topics are included. Know that professional skills in the position are developed over time as a well through the support of your Manager as your supervisor and this training sets an important foundation for your position.