

# **Desk Receptionist (DR)**

## **Office of Residence Life**

### **I. GENERAL DESCRIPTION**

The Desk Receptionist (DR) position is the most visible position in the Office of Residence Life serving as the initial representative of the residence hall or apartment building on Marquette's campus. The DR is first and foremost, a safety and security checkpoint for the building. DRs maintain a high standard of customer service when interacting with both residents/tenants of the residence halls/apartments as well as parents, facilities staff, and people outside of the university community. DRs are directly supervised by Facilities Managers in the residence halls and Apartment Managers in the apartments. DRs are indirectly supervised by the Residence Hall Director or the Assistant Dean for the University Apartments and Off Campus Students Services.

### **II. POSITION REQUIREMENTS**

- A. Hold a 2.00 GPA/QPA at the time of hire and start of employment.
- B. Remain in good academic standing with the university during the period of employment in the position.
- C. Be in good conduct standing with the university at the time of hire and start of employment and remain in good conduct standing during the period of employment.
- D. Be able to work a minimum 8-12 hours per week.
- E. Preference will be given to Federal Work Study (FWS) applicants.

### **III. SPECIFIC RESPONSIBILITIES**

#### **A. Building Security**

- 1. Monitor access to the building by residents/tenants and visitors.
- 2. Monitor access to the building by contractors, vendors, and other university employees.
- 3. Monitor front desk key control for resident lock outs and building access keys.
- 4. Maintain accurate building entry and guest registration records.
- 5. Enforce university policies, procedures, and regulations as needed.
- 6. Document any unusual circumstances regarding residents/tenants.
- 7. Be knowledgeable of all emergency procedures and the specific duties assigned to the DR role during instances of an emergency.

#### **B. Customer Service**

- 1. Act as a resource for student and visitor questions, referring them as needed to appropriate campus staff or offices.
- 2. Communicate regularly with other members of building staff (RHD, FM, AM, RA, custodial staff) as issues arise that warrant their involvement.
- 3. Be familiar with phone, computer, and paperwork procedures so that you are prepared to effectively work with students and guests.

#### **C. Desk Management**

- 1. Maintain complete and accurate front desk logs.
- 2. Monitor use of equipment available for checkout. Notify manager when these items are damaged.
- 3. Inventory desk supplies and notify manager when supplies are low.
- 4. Monitor package deliveries to the desk using appropriate protocol to direct these deliveries.
- 5. Work with USPS to ensure appropriate mail delivery to residents/tenants. Where applicable, mail forwarding protocol is expected.

#### **D. Staff Participation**

- 1. Attend all DR staff trainings – both departmental trainings and building trainings. DRs are expected to return to campus early, before the residence halls open, to begin training.
- 2. Attend all staff meetings and scheduling meetings as directed by your supervisor.
- 3. Collaborate with fellow building DRs to maintain full desk coverage when halls/apartments are staffed. DRs are expected to work holidays including Labor Day, Thanksgiving, Martin Luther King Jr. Day, and Easter. Apartment DRs are expected to work in the summer and all holidays as the apartments do not close for breaks.
- 4. Assist with the selection processes of Managers and Desk Receptionists for the following academic year.

### **IV. REMUNERATION**

- A. DRs receive an hourly wage of \$7.35 for the first year of employment. DRs are eligible for a .10 cent raise for every complete year worked for a maximum of \$7.65.