



DESK RECEPTIONIST POSITION DESCRIPTION AND EXPECTATIONS

The Desk Receptionist (DR) is an integral member of the Department of Residence Life, responsible for helping to facilitate a welcoming, caring, healthy and safe environment, promoting community rooted in the Jesuit tradition of Loyola University Chicago. The DR works at the residence hall front desk, assisting in the administration, service, and security of the residence hall. As the first contact to residents, visitors, and persons in and outside of the Loyola community, DR staff must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergencies and situations involving student safety. The Desk Receptionist is a student employee and reports directly to the Desk Manager (DM) in the hall to which they are assigned.

Minimum Qualifications

DRs:

- Must demonstrate proof of and maintain Federal Work Study (FWS) funding eligibility for the duration of their employment.
- Must have a 2.0 cumulative GPA at the time of application and maintain a 2.0 cumulative and semester GPA for the duration of their employment.
- Must be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Must be and remain in good standing with the Department and University.

Time Commitment

The DR will:

- Be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled between 6:00 am and 10:00 pm while the residential desk is operating.
- Attend and actively participate in any mandatory staff meetings and training sessions as scheduled. Staff meetings and training sessions are required for all DRs and need written approval from a Desk Manager, Resident Director, or Assistant Director for Residential Services if a DR is not able to attend.
- Assist with office coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until desk coverage has been assigned. DRs will also have the opportunity to work during Winter Break.
- Request and obtain approval from a supervisor prior to any shift changes or absences.

Compensation

The DR will:

- Be compensated with \$15.80 per hour for each hour worked, paid bi-weekly via direct deposit.
- Be responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
- Be responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.
- Maintain Federal Work Study (FWS) funding for the duration of their employment. In the event that the DR depletes their FWS funding or their eligibility changes while employed in the position, decisions regarding continued employment will be made on a case-by-case basis.

General Expectations

The DR:

- Serves as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- Is expected to support the vision, mission, values, philosophies, and goals of the department as employees of the Department of Residence Life DRs are.
- Will help to create and maintain a friendly, respectful, and inclusive atmosphere at their residential front desk.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner. In cases of unforeseen university closure, the DR is considered essential personnel.
- Will participate in performance evaluation process, administered by the Desk Manager.

Role Modeling and Leadership Expectations

The DR:

- Is responsible for abiding by and upholding all residence hall and university policies.
- Will report any potential violations of University policy using the Office of Student Conduct and Conflict Resolution Incident Reporting Form.
- Will serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Will fulfill all expectations as described and provided in training sessions, the Student Staff Manual, and through direct supervision.

Administrative Responsibilities

The DR will:

- Serve as first-line of communication with residents and guests via phone and in-person.
- Maintain accurate guest records and building access, ensuring the safety and security of the residence hall.
- Administer lock out procedures and the checkout process for temporary keys and access cards.
- Provide clerical support for hall staff by maintaining files, creating documents, assisting with data entry, making phone calls, etc.
- Maintain complete and accurate notes in the communication log at the beginning and end of each shift.
- Receive and report requests for repairs, maintenance, and lock changes.
- Maintain and complete accurate front desk logs such as spare key log, check out log, and other important logs.
- Complete special projects as assigned by Residence Life staff.

Customer Service Responsibilities

The DR will:

- Maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
- Provide excellent customer service to students and guests by phone and in-person regarding any housing and residence life questions, concerns, policies and requests.
- Promote security within the residence halls through addressing student behaviors, reporting concerns, and responding to any emergency concerns.
- Uphold and maintain confidentiality with sensitive student information.
- Maintain a high level of professionalism in communication with residents, staff and guests.
- Become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.
- Be aware of and promote Residence Life and campus programming to residential students.
- Abide by the Desk Receptionist dress code expectations, as written in the Desk Receptionist Manual.

Important Dates

- **Fall Training:** Friday, August 16th, 2024
- **Front Desk Open:** Saturday, August 17th, 2024
- **Thanksgiving Week:** Monday, November 25th – Saturday, November 30th, 2024
- **Winter Training:** Friday, January 10th, 2025
- **Front Desks Reopen:** Saturday, January 11th, 2025
- **Spring Break:** Monday, March 3- Saturday, March 8, 2025
- **Front Desks Close:** Monday, May 5, 2025