General Description
The Desk Receptionist (DR) is a residence hall staff member responsible for providing a welcoming, informative presence at each residence hall/apartment area front desk while accounting for the safety and security of the residents and the building. The DR receives direct supervision from the Assistant Resident Director (ARD) if they are employed in Gallagher Hall, Deglman Hall, McGloin Hall, or Kenefick Hall, Graduate Associate Resident Director (GARD) if they are employed in Kiewit Hall or Swanson Hall, or the Apartment Coordinator if they are employed in Heider Hall, Opus Hall, or Davis Square in the undergraduate residence halls and from the Apartment Coordinator (AC) in the apartment living areas. The undergraduate positions generally operate on a 9-month school year cycle beginning in August and a special 3-month summer cycle beginning in May and on a 12-month cycle for the apartment living areas.

Qualifications
- Applicants cannot be on Academic or Disciplinary Probation and must have a Q.P.A. of 2.5 to apply for the DR role.
- Completed at least 1 semester of collegiate academic work and enrolled as a full-time student during employment.
- Prior residence hall leadership, campus ministry retreat, or weekly service experience is preferred and will be used as an initial criterion in evaluating candidates.

Student Responsibilities
1. A Q.P.A. of 2.5 must be maintained while employed in the Desk Receptionist (DR) role.
2. Lives out and models all expectations in full as outlined in the Student Credo and the Creighton University Student Handbook.
3. A Desk Receptionist cannot remain in the position if on Academic or Disciplinary Probation with the University.

Position Responsibilities

Student & Community Resource (40%)
1. Works to promote community & personal development in the context of a Jesuit, Catholic liberal arts institution.
2. Positively welcomes each and every student and guest who comes into the residence hall.
3. Wears the "Welcome" DR nametag at all times when on duty to provide a professional, welcoming environment.
4. Answers the phone at all times with the following opening “_______ Hall, this is (name), how may I help you?”

Student Safety & Security (30%)
1. Acts in the best interest of students & guests of that facility at all times.
2. Fully implements and accounts for all policies and procedures as laid out in the Creighton University Student Handbook and as provided by the Department of Residence Life.
3. Responds professionally to all residence life staff members and University staff members at all times, especially in the event of a crisis or emergency.

Administration & Facility Operations (25%)
1. Maintains accurate and up to date records including, but not limited to, visitation logs, mobility impaired lists, key inventories, various logs and inventories, and payroll sheet.
2. Accurately accounts for all monies and policies enforced.
3. Follows proper procedures for visitation and lock-out key processes.
4. Appropriately submits work orders and notifies the appropriate people (RA, RD, GARD, AC, ARD, etc.) in the event of an emergency.
5. Appropriately records their hours worked at the desk in the time log

Departmental & University Duties (5%)
1. Attends monthly hall-specific Desk Receptionist staff meetings (to last no more than 1 hour).
2. Attends all Department of Residence Life sponsored training sessions for Desk Receptionist staff.
3. Performs all other duties as assigned by the Assistant Resident Director, Apartment Coordinator, or professional staff member within the Department of Residence Life, Division of Student Services.

Remuneration
This hourly position provides a wage of $6.50/hour from 7am-3am. From 3am-7am this position provides an hourly wage of $7.50. Desk Receptionists may have a primary hall appointment and work at one (1) additional hall as their secondary placement. Desk Receptionists must work at least one (1) break period (Fall Break, Thanksgiving Break, Spring Break, or Easter Break).

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