Desk Receptionists are an integral part of the Division of Student Services and the Department of Residence Life. They are student para-professional staff members who are employed to help facilitate a residence hall community through creating a welcoming, caring, healthy, safe environment rooted in the Jesuit educational tradition of Creighton University. Desk Receptionists are responsible for being informed, responsible staff members; for balancing desk responsibilities with academics, other campus activities and social commitments; for being a fully contributing member of their staff; and for maintaining a spirit of customer service through their work.

The Desk Receptionist position serves to compliment academic responsibilities. Should a conflict arise, the supervisor and Desk Receptionist will meet to discuss how the conflict can be resolved. Additionally, the Desk Receptionist not only reports to their direct supervisor, but also to the Resident Director of that hall and all other professional members of the Department of Residence Life.

Last, it is critical for Desk Receptionists to maintain their integrity as outstanding role models for students at Creighton University. All Desk Receptionists are required to maintain a 2.5 Q.P.A. and follow all rules & regulations on and off campus as outlined in *The Montserrat* and *The Creighton University Student Handbook* for the current year. Specifically, if a Desk Receptionist is placed on probation for disciplinary or academic matters, this could have serious impact on her/his employment with the Department of Residence Life.

**Term of Employment**

**Academic Year Desk Receptionists** are required to serve from early August through the Sunday following Finals Week. Desk Receptionists are also required to serve during all or part of one of the following breaks: Fall Break, Spring Break, Winter Break, Thanksgiving, and Easter.

**Summer Desk Receptionists** are required to serve from the Sunday following Finals Week to early August.

Student staff members within the Department of Residence Life often hold several positions during the calendar year. If a student staff member receives a job action (warning, probation, or termination) in any employment position within the Department of Residence Life, that action may be grounds for job action throughout all employment positions within our department. If the initial job action results in termination, the Resident Director or Assistant Director for Apartment Living will take each individual employment case under review.

**Qualifications**

Desk Receptionists are required to meet the following qualifications for employment and on an on-going basis.
1. Must achieve and maintain a cumulative Q.P.A. of 2.5 while employed.
2. Must be in good standing in regards to both academics and the Creighton Code of Conduct. A student cannot hold the position of Desk Receptionist if they are on disciplinary or academic probation.

**Remuneration**

Desk Receptionists are paid $7.25/hour. A Desk Receptionist is asked to work at least 8 hours at the hall in which they are hired to work. Also, the Desk Receptionist may work a maximum of 40 hours per week, including mandatory meetings and other on-campus paid employment positions. Working more than 40 hours per week is prohibited and doing so will be grounds for termination of employment. The recommended maximum number of hours per week during the school year is 20 hours. Not only is it the responsibility of the Desk Receptionist to track their hours working for Residence Life, but also other hours on campus at different places of employment (combined hours as a Desk Receptionist and other campus employment must not exceed 40 hours per week). Desk Receptionists are permitted to work at one desk only.
Personal Responsibilities
Desk Receptionists are required to be stewards of Creighton’s mission.
1. Desk Receptionists model behavior consistent with Creighton’s mission and the Jesuit tradition at all times during their employment period. Desk Receptionists model all rules and regulations on and off campus.
2. Desk Receptionists follow all rules and regulations as outlined in The Montserrat and in The Creighton University Student Handbook.
3. Complete all expectations and assigned administrative duties, which are outlined in the Desk Receptionist Manual.

Responsibilities to Students, Faculty, Staff, and Guests
Desk Receptionists are required to follow effective customer service practices.
1. Desk Receptionists invest themselves in our exciting living, learning communities rooted in the Jesuit tradition.
2. Desk Receptionists act consistently with the rules and regulations that they enforce.
3. Desk Receptionists are familiar with University policies and procedures.
4. Desk Receptionists are vigilant to keep the building safe, secure, and operating smoothly with the intention that we are trying to provide a living environment that keeps all students safe and secure.

Responsibilities to Staff
Desk Receptionists are part of a team, a community of students and professionals, working to make the residence hall system at Creighton an exciting living, learning environment that is reflective of the Jesuit tradition in education. Below is a list of some of the responsibilities a Desk Receptionist has to the greater Department of Residence Life Staff. The Desk Receptionist is required to:
• Participate in Desk Receptionist staff meetings, Desk Receptionist training, Desk Receptionist in-services, and other duties as assigned.
• Be a contributing member of the Residence Life staff of the building to which you are assigned, as specified by your supervisor.
• Provide friendly and knowledgeable service to student, staff, faculty and guests.
• Work during one academic/holiday break.
• Maintain communication with the staff on duty when appropriate.
• Maintain communication with other professionals at the University.
• Serve as an advocate for residents and for the facility by promptly submitting maintenance, accident/illness, theft, or other reports as necessary.
• Appropriately respond to situations of emergency and crisis.
• Fill in on any “floating/rotating” shifts, as necessary.
• Become familiar with Desk Receptionist manual and policies.
• Desk Receptionists must maintain full attention to the functioning and security of the front desk. Specifically, during the hours between 7am and 5pm. Desk Receptionists are asked to abstain from personal agendas/communication such as homework and cell phone use.

Responsibilities to the Community
Desk Receptionists assist with the development of a healthy and fun, living-learning environment rooted in the Jesuit educational tradition of Creighton University. In essence, Desk Receptionists are the “ambassadors” to any person who enters the residence halls. Desk Receptionists clearly and quickly establish the welcoming, caring nature of our residence halls. Desk Receptionists are part of our Residence Life team; a team that teaches students, faculty, staff, and guests what it means to be a part of the Creighton community.

By signing below, I have indicated my agreement to fulfill all obligations listed on this Desk Receptionist Employment Agreement to the Department of Residence Life at Creighton University as outlined for the 2009-2010 academic year.

NAME ________________________ NetID ________________________ DATE __________

ASSIGNED DESK ________________________ SIGNATURE ________________________
(Gallagher, Kiewit, Swanson, Deglman, McGloin, Kenefick, Heider, Davis or Opus)