Please be certain to read through this packet in its entirety so that you are aware of the required dates, times, and forms necessary for your candidacy as a Desk Receptionist. By completing the forms within this packet you are agreeing to participate in all required trainings for the Desk Receptionist position.

TENTATIVE VIP DATES:
1. Information Nights: Tuesday, February 17th or Thursday, February 19th.
2. Application due: Friday, February 27th.
3. Interviews: March 16th through 27th.
4. Confirmation of new hire letter: Tuesday, April 14th.
5. 1st training session: Sunday, April 19th (summer hires only).
6. 2nd training session: Sunday, April 26th (summer hires only).
7. 1st day of summer desk schedule for Opus, Davis, Heider, and Kenefick: TBD
8. 1st day of summer desk schedule for Deglman, Kiewit, Gallagher, McGloin, and Swanson: TBD

Please submit with this packet:
1) Cover Letter
2) Resume
3) All additional paperwork that pertains to the application.
**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 Graduate Associate, Apartment Coordinator or Assistant Resident Director (GARD/AC/ARD) in the undergraduate residence halls. 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.

**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 submit’s 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 $7.25/hour from 7am-3am. From 3am-7am this position provides an hourly wage of $8.25. 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).
Desk Receptionist 2009-10 Application

(Please Print Information Clearly)

I. Contact Information
Your Creighton Email will be our primary means of communication throughout the year including the summer months. Please check your Creighton email periodically in order to be updated on desk news.

Last Name: ___________________________  First Name: ___________________________

Academic Year Address (2008-09): ______________________________________________________

Cell Phone Number:__________________  Net ID:_____________________________________

Permanent Address: ________________________________________________________________
______________________________________________________________________

Primary e-mail: ________________________  Secondary e-mail: ________________________

I am applying for (check all that apply):
☐ Summer Employment  ☐ Fall Semester Employment  ☐ Spring Semester Employment

Break Availability (You must work AT LEAST one break).
(Check all that you are interested in.)
☐ Fall Break  ☐ Thanksgiving Break  ☐ Winter Break  ☐ Spring Break  ☐ Easter Break

II. Background Information
Please attach additional TYPED pages when answering the following.
1. What activities do you anticipate participating in during the 2009-2010 academic year?
2. Do you currently work on campus? If so, how many hours a week do you work?
3. Please list 2 references who have known you for at least 1 year. These individuals can be previous employers, community leaders, personal contacts, etc. Please include the following information:
   • Reference Name
   • Title (if applicable)
   • Association to you
   • Phone number
   • Best times to be reached

III. Reflective Questions
Please answer the following questions in 1-2 paragraphs on another sheet of paper, TYPED, and include it with your application.

1. Please describe your current understanding of the Desk Receptionist position.
2. What does the concept “Customer Service” mean to you? How can you apply effective Customer Services skills to the Desk Receptionist position?
Available hours to work for summer

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**Example:**

The example above demonstrates an employee is available to work the following hours:

6:00 am - 7:00 am
7:00 am - 8:00 am
Tuesday: 10:00 am – 12:00 pm
8:00 am - 8:30 am
Wednesday: 04:00 pm – 08:00 pm
8:30 am - 9:00 am
Thursday: 08:00 am – 12:00 pm
9:00 am - 9:30 am

**Blank space indicates hours available to work.**

Please indicate how many hours a week you would like to work:

1-10
10-15
16-20
Other ________