



Senior Desk Receptionist Selection Process:

1. Complete a five-part application.
 - A. Demographic information. *Download the form to your computer, type in your responses, print, and then sign the bottom.*
 - B. Three written recommendations for the position, as referenced on the application. *We suggest asking individuals who are aware of your abilities and work habits. Family members or friends are not eligible to write one.*
 - C. Answers to the following essay questions. *Please type your response. Each response should be no more than a paragraph in length.*
 1. Please identify one area/operation at the information desk that needs improvement. List why the need is necessary and how it should be changed/alterred.
 2. What are some of the reasons why you would encourage a LTU student to live on campus? What are some of the drawbacks?
 3. Describe your personal philosophy of customer service in relation to this position.
 4. From the following list, please select two areas in which you need the most development and explain. Then, select the two areas in which you are most capable and explain your choice.
 - Verbal/non-verbal Communication
 - Open-mindedness
 - Time and stress management
 - Knowledge of LTU
 - Ability to work with others
 - Listening skills
 - Event planning
 - D. Copy of your transcript to date. *(Unofficial copy is acceptable.)*
 - E. A current resume. *This should highlight your work experience, extracurricular activities, volunteer and community service, workshops/seminars attended, and awards received.*
2. Turn in all five parts to the University Housing Office by 4:00 P.M. on Friday, February 5, 2010. APPLICATIONS THAT ARE LATE OR INCOMPLETE WILL NOT BE CONSIDERED. At that time you will need to sign up for an individual interview. All applications will be reviewed by the University Housing Office to verify that all basic requirements have been met. The status of your application will be emailed to you on Tuesday, February 9, 2010. You will be advised of one of the following:
 - A. Your candidacy is being considered further. We will inform you of the date, time, and location of your individual interview.
 - B. Your candidacy is not being considered at this time. A brief explanation of why your candidacy is not being considered further will accompany your notification.
3. Letters will be sent out to all applicants no later than Wednesday, March 3, 2010 indicating whether or not they are being offered a position. Letters for those being offered a position will include a section for the candidates to sign, indicating their acceptance of the position, pending results of background checks. Acceptance letters are due by 12:00 P.M. (noon) on Wednesday, March 17, 2010.

IMPORTANT DATES

Friday, April 16, 2010	Meeting with the 2010-2011 staff from 4:00 P.M.-7:00 P.M. Must be in attendance.
Sunday, August 8, 2010	Community Leaders and Senior Desk Receptionists move-in by 5 P.M.
Monday, August 9, 2010	Community Leaders and Senior Desk Receptionists begin training
Sunday, August 22, 2010	First-Year Students move-in.