



Job Description

JOB TITLE: Desk Receptionist

Exempt (Y/N): No

SALARY LEVEL: \$7.15/hr

SHIFT: Days and weekends, some nights

LOCATION: University Housing

EMPLOYEE NAME:

PREPARED BY: Jennifer Sotzen

APPROVED BY:

APPROVED BY:

JOB CODE:

DOT CODE:

DIVISION: Division of Student Affairs

DEPARTMENT: University Housing

SUPERVISOR: Residence Hall Coordinator

DATE: 10/15/08

DATE:

DATE:

SUMMARY: The Desk Receptionist is responsible for performing the tasks and functions of the information desk. The Desk Receptionist reports directly to the Residence Hall Coordinator and the Senior Desk Receptionist of the building during scheduled shifts.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned. Duties and responsibilities are represented in four functional areas:

Administrative:

Assist the building Residence Hall Coordinator and Senior Desk Receptionist with any information desk staff meetings and training, as requested.

Keep the information desk area neat, organized, and professional.

Work with the building Residence Hall Coordinator and Senior Desk Receptionist to improve the quality and quantity of services the information desk provides.

Assist in the closure of the information desk for break periods.

Assist in information desk coverage should a staff member fail to show for their assigned shift.

Desk Operation:

Service students, in a courteous manner, who approach the information desk with requests or needs.

Answer telephone and record messages as directed. Forward messages to the proper person in a prompt manner.

Sort and distribute mail to student and staff mailboxes (if appointed to this task).

Complete mail forwarding procedures as necessary, as well as logging packages daily.

Check out recreational equipment, movies, games, carts, vacuums, etc., as requested.

Maintain accurate information desk logbooks and files. Update as assigned.

Monitor and report recreational equipment and supply needs.

Key Management:

Issue lockout keys to students through established procedures.

Report lost keys and record the receipt of new keys.

Keep all key records current and accurate by checking the status of the keys 3 times a week.

Clerical:

Type correspondence, memos, charts, etc., for the building Residence Hall Coordinator and/or the Senior Desk Receptionist.

Maintain appointment book for the Residence Hall Coordinator of the building.

Keep an updated list of room assignments and room changes.

Keep an updated list of student phone extensions.

Keep an updated package log and record all packages received and distributed during their shift.

Assist students in retrieving their print job from the network printer.

Assist students in filling out a work order and inform the Residence Hall Coordinator, University Housing Office or the Community Leader on duty in case of a maintenance emergency.

Answer questions, provide resources, and general information to students and building guests.

Safety and Security:

Monitor lobby area of the building and report any policy violations to the building Residence Hall Coordinator and/or the Community Leader on duty.

Understand and assist in the emergency procedures of the building including but not limited to fire evacuation, tornado warnings, medical emergencies, and bomb threats.

Respond to all calls received at the desk concerning an emergency, contact the appropriate personnel and communicate the concern to the building Residence Hall Coordinator and/or the Community Leader on duty.

Special Projects:

Assist in arranging room tours for the Admissions Department, and/or prospective students as requested.

Assist the building Residence Hall Coordinator with lounge reservation requests.

Complete special projects as directed by the building Residence Hall Coordinator, the Senior Desk Receptionist, and the University Housing Office.

Complete other duties as assigned by the building Residence Hall Coordinator, Senior Desk Receptionist, or the Director of Residence Life.

Attend all staff meetings and training sessions as requested by the building Residence Hall Coordinator and/or the Senior Desk Receptionist.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High School diploma, or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent, and to

draw and interpret bar graphs.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply common sense in a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES: Computer knowledge using word processing (Microsoft Word preferred), e-mail, spreadsheets, typing skills, strong organization skills, excellent communication skills, both written and verbal, (must be able to communicate with a variety of individuals of various ages and backgrounds), record and data management experience, tact and diplomacy. Knowledge of the residential living experience at Lawrence Technological University.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.