

SANTA CLARA UNIVERSITY
Offices of Housing and Residence Life

2007-2008 Desk Receptionist Application

Thank you for your interest in becoming a Desk Receptionist (DR) for the 2007-2008 academic year. The DR works at the residence hall service desk, assisting in the administration of the hall and providing service to students. Several important points for candidates to know:

- 1) Please decide which service desk you would like to work at. We encourage students to work at the desk of the hall in which they live, but it is not required.
- 2) This application should be turned in to the service desk that you would like to work at during the 2007-2008 academic year. The reference form should be submitted at the same time as the application by having the form sealed into an envelope by your reference and then attaching it to your application by paperclip.
- 3) Students with Work-study awards for 2007-2008 will be given preference in hiring.
- 4) Given the need to hire students immediately when possible, applications will be accepted, considered, and acted upon on a rolling basis. Qualified applicants will be hired to start work as soon as possible. Friday September 21st is the last day applications may be turned in during this hiring period but we reserve the right to fill all positions before this dates if we receive enough qualified applications. Earlier applicants will receive priority in hiring.
- 5) Your application will be reviewed and an interview for the position will be set-up by the individual hiring manager of a service desk.
- 6) Hiring managers will be in direct contact with candidates to communicate decisions regarding the hiring process.

Hiring Timeline:

Applications available: *Wednesday, September 12th*
Last date for applications to be completed: *Friday, September 21st by 5pm*
Interviews: *Wednesday September 12th – Friday October 5th*
Decisions Available from Hiring Managers: *Wednesday September 12th – Monday October 8th*

Again, the following completed application along with your reference form (sealed in an envelope and attached to the application) must be turned in by no later than **Friday September 21st** to the specific *residence hall service desk* you wish to work at during the 2007-2008 academic year. Early applicants will receive hiring priority. If you have any specific questions, please contact the Resident Director (or A/GRD) for the service desk where you are applying.

SANTA CLARA UNIVERSITY
Offices of Housing and Residence Life

Job Description Approved: March 2007

Position: Desk Receptionist (DR)

Reports to: Resident Director (RD) and Head Desk Receptionist (HDR)

Description: The Desk Receptionist works at the residence hall Service Desk, assisting in the administration of the hall and providing service to students.

The DR is an integral staff member of the Offices of Housing and Residence Life and serves as the initial representative of the residence hall, the department, and Santa Clara University. The DR is in direct contact with persons outside the Santa Clara community, as well as residents and their guests, and should maintain a professional appearance and a positive attitude at all times.

I. QUALIFICATIONS

- A. DRs should possess the following qualities: personal maturity, dependability, motivation, initiative, integrity, responsibility, strong interpersonal communication skills, and effective leadership abilities.
- B. DRs must be in good academic and conduct standing (No Housing Contract or University Disciplinary Probation at time of hire or during employment) with the University and with the Offices of Housing and Residence Life.
- C. DRs should have basic knowledge of office procedures including filing, light typing, and phone skills. Artistic, creative, organization, and/or advanced typing skills are preferred.
- D. DRs must be enrolled as a full-time student at Santa Clara University.

II. RESPONSIBILITIES

- A. Administrative
 - 1. Be available at the Service Desk to answer the phone, receive and disseminate information, and observe activity in the hall.
 - 2. Provide clerical support for the Resident Director and/or Graduate Resident Director by maintaining files, typing, making phone calls, etc.
 - 3. Receive, document, and report requests for repairs and maintenance.
 - 4. Keep appropriate records by completing accurate Service Desk logs.
 - 5. Maintain an orderly desk and monitor desk supplies.
 - 6. Provide central support for the Offices of Housing and Residence Life through tasks such as collating, stapling, and preparing mailings.
- B. Customer Service
 - 1. Issue equipment and maintain information regarding equipment use and damage.
 - 2. Make calls regarding service needs for laundry and vending machines.

3. Answer questions and provide information to residents. Act as a resource and referral person for residents and visitors.
4. Maintain a positive attitude, which is welcoming and supportive of the University and the Offices of Housing and Residence Life.
5. Maintain regular desk coverage hours in order to develop good communication, a good relationship with the residents, and a positive community environment with the residents in the building.

C. Safety and Security

1. Observe activity and confront or report inappropriate behavior and unusual or dangerous circumstances.
2. Be familiar with emergency procedures and provide assistance to staff.
3. Ensure that building security is maintained through the monitoring of doors and observing those who enter the building.

D. General

1. Make posters and other advertising for programs and building needs.
2. Act as a role model for residents.
3. Participate in DR training sessions (including returning early before the halls open) and DR staff meetings.

III. TERMS OF EMPLOYMENT

- A. Appointment is for one academic year.
- B. Spring Training will be held Wednesday May 30, 2007 from 6:30-9 pm in Kennedy Commons. Availability for this program is mandatory.
- C. Fall DR Training takes place on Sunday September 9, 2007 from 7-10 pm and on Monday September 10, 2007 starting at 9 am. DRs will be able to move-in between 9 am- 4 pm on Sunday September 9, 2007 (*no alternative arrivals are possible*). DRs must be fully available to work between the hours of 9 a.m. - 2 a.m. from September 10th-18th, 2007. This availability is mandatory.
- D. Each DR is expected to work at least 9 hours per week, including at least 6-9 hours during finals. DRs are expected to be available for work at least every other weekend.
- E. DRs are paid hourly at a rate of:
 - \$7.50/hr for first year DRs
 - \$7.75/hr for second year DRs
 - \$8.00/hr for third year DRs
 - \$8.25/hr for fourth year DRs
- F. DRs must adhere to all DR Expectations. A DR may be terminated for continued poor performance (including absenteeism and tardiness) or for a single incident of serious misconduct on the job. A DR may also be terminated in the event that he/she violates any policies, procedures, or standards as outlined in the Community Handbook and Housing Contract.
- G. Each DR is provided with feedback informally throughout the employment period.

2. _____

Name of firm _____ Address _____
 _____ () _____

Supervisor _____ Phone number _____ Paid position- Yes/No _____

Dates: _____ to _____ Reason for leaving: _____

Duties: _____

IV. Essays

Please respond to the following questions on a separate sheet of paper and attach to this application:

1. Describe why you are interested in the Desk Receptionist position.

2. What are some qualities you feel are necessary to be a successful Desk Receptionist?

3. On an additional sheet of paper, make a poster advertising a fictional campus wide program. Include date, time, place, and theme of your fictional event.

V. References

Please list the Santa Clara University faculty or staff member or former supervisor who will fill out your reference:

Name _____ Address _____

Phone () _____

Relationship to applicant: _____

Candidate's Signature: _____ Date: _____

*Completed application forms along with your completed reference form (sealed in an envelope and attached to this application with a paperclip) must be turned in by no later than **Friday September 21st** to the specific **residence hall service desk** you wish to work at during the 2007-2008 academic year.*

**Santa Clara University
Offices of Housing and Residence Life
Desk Receptionist Reference Form**

For the respondent: _____ is applying for a Desk Receptionist (DR) position with the Offices of Housing and Residence Life at _____ Hall. The DR coordinates the operations of the residence hall service desk, assists in desk staff supervision, and maintains desk supplies. The DR serves as the primary means of communication to all members of the desk staff and integrates the needs of the RLC Leadership team and the Offices of Housing and Residence Life into desk operations.

This form must be completed and given to the candidate in a sealed envelope so that they can submit it with their application (which must be turned in by no later than 5 pm on September 21st, 2007).

Thank you for assisting this candidate and for helping us in the selection process.

For the candidate: (Optional) I hereby waive my right to access, inspect, and review, this reference. I understand that this form will only be used for the Desk Receptionist Selection Process.

Signature: _____ Date: _____

Respondent's Information:

Name _____ Title _____

Relationship to the applicant: SUPERVISOR ADVISOR FACULTY/TEACHER

In completing this recommendation, please utilize the following rating system:

3- Above average 2- Average 3- Poor CJ- Cannot Judge Candidate

Communication and Listening Skills:	3	2	1	CJ
Ability to relate to peers:	3	2	1	CJ
Consistency:	3	2	1	CJ
Confidentiality:	3	2	1	CJ
Leadership Ability:	3	2	1	CJ

Please comment on any particular strengths or limitations for this candidate:

Based on my knowledge of the candidate and his/her potential for the DR position: (check one)

_____ I highly recommend this candidate for the DR position.

_____ I recommend this candidate for the DR position.

_____ I do not recommend this candidate for the DR position.

Evaluator's Signature _____ Date _____