

## **UMBC RESIDENTIAL LIFE DESK RECEPTIONIST POSITION DESCRIPTION**

The desk receptionist member is a part-time employee of Residential Life at UMBC and reports directly to the desk manager and ultimately to the director of Residential Life. The desk receptionist is responsible for monitoring security, safety, and service for the residential facilities.

### **A. Specific Responsibilities**

1. Mail distribution: sort mail into mailboxes, contact students and help them sign for packages, forward mail that cannot be delivered in the hall/complex
2. Security: check IDs of everyone entering the building (N/A apartment and Harbor Hall desks), make sure that the lobby is free of unwelcome visitors, contact University Police when their assistance is needed
3. Monitor telephones, provide information, and take messages for students
4. Monitor proper sign-in and sign-out of guests and visitors. (N/A apartment and Harbor Hall desks)
5. Equipment and game sign-out
6. Collect maintenance requests and forward them to the MA
7. Distribute room keys at check-in
8. Provide information to students
9. Public relations
10. Assume responsibility for cleanliness of the lobby and desk
11. Post pre-approved information in the lobby
12. Perform clerical duties as assigned by the desk manager, assistant community director or community director
13. Monitor computer rooms (N/A at Erickson and apartment desks)
14. Monitor security system (N/A at apartment desks)
15. Distribute ice and monitor ice machine (N/A apartment and Harbor Hall desks)
16. *Apartment and Potomac desk staff* must work hours during Thanksgiving, Winter, and Spring Breaks

### **B. As a member of Residential Life Team, Desk Receptionist must:**

1. Be responsible for monitoring safety, security and service to residents
2. Be fair and consistent in following established rules, regulations and procedures
3. Be a good role model for other students
4. Work within the system to maintain a high-quality desk operation for students
5. Refer students to appropriate people when they require assistance that you cannot provide
6. Perform other duties as needed by Residential Life
7. Must work 9-12 hours per week, including late night and early morning shifts
8. Remain in good student conduct standing. Desk staff cannot be on RL or disciplinary probation

### C. **Workshop and In-Service Training requires that all desk staff**

1. Attend Fall (two days) and Spring (one day) Workshops as well as all staff in-service meeting as directed
2. Attend any special/emergency meetings called by Residential Life, the community director, assistant community director or the desk manager
3. Attend regular desk staff meetings
4. Attend a mid-semester formal evaluation session per semester with their desk manager
5. Attend other evaluations during the semester as required by the desk manager

### D. **Consequences for Poor Job Performance**

1. **Letter of Reprimand or Employment Probation.** The desk staff may receive a letter of reprimand from the desk manager or assistant community director or be placed on employment probation for unsatisfactory performance. If a desk staff employee is on probation and concerns with his/her job performance continue, his/her employment will be terminated.
2. **Termination Prior to Beginning Employment** Prior to the time employment begins, if, in the opinion of Residential Life staff, the desk staff fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the desk staff position; their employment offer may be withdrawn.
3. **Reasons for Termination During the Academic Year.** Termination from the desk staff position can result from breach of the desk staff agreement, breach of University or Residential Life rules and regulations, and/or from unsatisfactory performance. For example, a desk staff employee may perform extremely well and violate the terms of the desk staff agreement regarding grades or building/complex regulations; or the employee may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the desk staff agreement may be automatic. However, termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made efforts to point out those areas which need improvement and help the student improve his/her skills and performance through personal support, guidance and regular evaluation.
4. **Termination at the End of the Academic Year.** The desk staff position is for one academic year. Therefore, staff must go through a reapplication process to be considered for rehiring. All hiring decisions are contingent upon the approval of the desk staff direct supervisor, the community director, and the Assistant Director for Residential Life.
5. **Procedures for Termination.** In all cases, the decision to terminate will rest with the Associate Director for Residential Education. The specific reason(s) for termination will be provided in writing to the desk staff member. The desk staff member will also be given an opportunity to be heard regarding any concerns or questions he/she has regarding the termination decision. An appeal following dismissal may be submitted to the Director of Residential Life within two (2) working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation among the desk staff employee, the desk manager, and the Community Director, takes place prior to termination. Termination at the end of the agreement period will not require such a process since the desk staff agreement expires at the end of that period (see above).
6. **Dismissal from University.** Desk staff personnel will be immediately terminated from his/her position upon withdrawal or dismissal from the University.

**E. Qualifications**

1. Applications must have a *minimum 2.0 cumulative GPA* to apply for the position and a 2.0 semester and cumulative average for the previous semester to start the position. To continue in position, desk staff personnel must maintain a 2.0 cumulative GPA. If the *cumulative* average falls below 2.0, termination will be automatic. If the *semester* GPA falls below 2.0, the desk staff member will be placed on academic probation the following semester. A second consecutive semester below 2.0 will result in automatic termination.
2. Residence in the UMBC residence facility in which he/she is applying is preferred but not required.

**F. Remuneration**

<b>Staff</b>	<b>Wage</b>
New Desk Receptionists:	\$11.00 (*subject to change)
Returning desk staff (who performed their duties satisfactorily during at least two semesters of service)	\$0.25 increase in wage for each year

*\*\*Please note that this job description is subject to change.*