

All application materials are due no later than
4:30pm on Monday, March 25, 2013

Office of Residence Life
Carpenter Tower

Desk Receptionist Application Packet

Applicant Name: _____

Please ensure that the following materials are included when submitting this packet:

- Application (2 pages, double sided)
- Essay (Typed, limited to 2 pages)
- Reference 1: _____
- Reference 2: _____
- Weekly Availability

Reminder: You must sign-up for an interview when you submit this packet

DESK RECEPTIONIST JOB DESCRIPTION

The Desk Receptionist (DR) is an integral member of the Residence Life team because s/he serves as the initial representative of the residence hall/apartment building, Residence Life, and Marquette University.

The DR is in contact with persons outside the MU community and visitors, as well as the residents/tenants and their guests. By maintaining a professional appearance and a positive attitude, the DR is an essential member of the Residence Life team. *The DR, first and foremost, is a safety and security checkpoint for the building.* DRs are directly supervised by and report to the Residence Hall Facilities Manager/Apartments Manager. DRs will also receive direction from members of the Residence Life Professional staff.

For DRs working in the University Apartments, ability to work breaks is extremely important, as the desks are open year-round.

Specific Responsibilities

I. Development of Professional Relationships with Residents/Tenants, University Employees and visitors.

- a. Communicate regularly with other members of the building staff. This includes keeping other appropriate staff members informed of specific situations occurring in the building.
- b. Maintain regular desk coverage hours in order to develop good communication and a positive community environment with residents/tenants in the building.
- c. Communicate with residents/tenants regarding issues including, but not limited to, University policies, procedures and regulations. Enforce these guidelines in an assertive and consistent manner.
- d. Act as a resource and referral contact for residents/tenants and visitors.

II. Building Security

- a. Monitor access to the building by residents/tenants and visitors.
- b. Monitor access to the building by contractors/vendors and other University employees.
- c. Maintain appropriate building entry and guest registration records completely and accurately.
- d. Maintain knowledge of all emergency procedures.

III. Desk Management

- a. Maintain complete and accurate front desk and mail logs. Monitor front desk key control system.
- b. Monitor use of equipment available for checkout. Promptly notify FM/AM of any damage or malfunction of equipment.
- c. Monitor Lobby and any adjunct storage facilities.
- d. Document any unusual circumstances regarding residents/tenants or situations brought to your attention.
- e. Complete necessary reports in a timely manner.
- f. Maintain an orderly desk and monitor lobby cleanliness. Remove outdated posters.
- g. Monitor desk supplies.

IV. Department Assignments

- a. Participate in Staff Meetings.
- b. Participate in Training Sessions.
- c. Participate in the selection, training and evaluation of appropriate members of the Residence Life staff.

V. Other duties to be assigned.

Desk Receptionist Selection Timeline

Please keep for your records

- Monday, March 4 Applications Available
Available at the front desks of residence halls and university apartments, as well as the Office of Residence Life website (<http://www.marquette.edu/orl>)
- Tuesday, March 19 Info Sessions, Humphrey Auditorium, 11am & 8pm
- Monday, March 25 DR New Applications Due & Interview Sign-up
Applications are due to the Office of Residence Life (203, Carpenter Tower) by 4:30p.

You will also sign-up for a 30-minute interview with two Facilities/Apartments Managers and a current Desk Receptionist.
- Saturday, April 6 DR Interview Day*
Interviews will occur on Saturday from 8:00a-5:00p in Lalumiere Hall.
- Friday, April 19 Notification letters sent to applicants on or before this date.

*For the purposes of supporting all candidates in the process, there will be a limited amount of times available for interviews on Friday, April 5. We ask that only those candidates who cannot be present on Saturday, April 6, choose this option.

MARQUETTE UNIVERSITY

Division of Student Affairs
Office of Residence Life

Please print all information

Applicant Information

Name _____
Last First MI Nickname _____

Gender _____ MU E-Mail Address _____

MUID _____ Birth date ____/____/____ Age: ____

Campus/Local Address _____ Cell Phone (____) _____

Home Phone (____) _____

Permanent Address _____

Present Academic Classification (*Fr, So, Jr, Sr, Grad*): _____ Anticipated Graduation Date: _____

Major _____ Current credit hours _____ Cumulative credit hours _____

Scheduling Information

Average number of hours per week you will be available to work during:
Summer 2013 _____ Fall 2013 _____ Spring 2014 _____

Are you willing to work:

- | | | |
|-----------------------|--------------------|--|
| 1. Senior Week | (5/13-17) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 2. Summer 2013 | (5/13/13-8/25/13) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 3. Fall Break | (10/17-20) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 4. Thanksgiving Break | (11/27-12/1) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 5. Winter Break | (12/15/13-1/12/14) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 6. Spring Break | (3/9-16) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 7. Easter Break | (4/17-21) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |
| 8. Senior Week | (5/12-16) | <input type="checkbox"/> Yes / <input type="checkbox"/> No |

Note: All DRs are expected to work either Thanksgiving or Easter break. Additionally, ALL Apartment area DRs are expected to work over breaks, such as winter and spring.

Do you anticipate having Federal Work Study? Yes / No / Unsure

Please note that everyone is expected to attend fall training in August and work during the opening of the residence halls.

Do you anticipate anything that may take time away from working as a DR? (This may include study abroad, clinicals, athletics, etc.) Yes / No

If yes, please explain:

References

Please list the two (2) people that will complete a reference form on your behalf. Your references should be from professionals (non-students) either within or from outside Marquette University who can highlight your abilities as they relate to the Desk Receptionist position. **It is your responsibility to provide the Reference Form to your references.**

Reference 1:

Name _____ Title _____

Relationship to Applicant: _____

Address _____

Phone # _____ E-Mail Address _____

Reference 2:

Name _____ Title _____

Relationship to Applicant: _____

Address _____

Phone # _____ E-Mail Address _____

The Office of Residence Life requires the two references specified, and will consider no additional recommendations.

Essay

Please respond to the following questions on a separate piece of paper. Limit your response to a total of two (2) typed pages.

1. Describe why you have chosen to apply for the Desk Receptionist position. What are some qualities you feel are necessary to be a successful Desk Receptionist?
2. Summarize your past work and leadership experiences and explain how they would be relevant to the Desk Receptionist position. Include any relevant employment or leadership experiences.

Applicant's Signature: _____ Date: _____

Completed applications are due **Monday, March 25, 2013 @ 4:30 PM** to:

Office of Residence Life
Carpenter Tower Room 203

Desk Receptionist Reference Form

_____ is interested in a position as a Desk Receptionist (DR) with the Office of Residence Life, at Marquette University. The DR is a student staff member who works at the front desk of a residence hall or apartment building in the University's Residence Life system. S/he often serves as the initial representative of a particular hall or apartment, of the Office of Residence Life and of the University. The DR is also responsible for providing security for the residents through an awareness of students and guests entering and leaving the hall or apartment. A DR should be comfortable enforcing University/Residence Life policies and procedures and should be supportive of the Residence Life Staff. By maintaining a professional appearance and positive attitude, the DR is a crucial member of the residence life team.

This evaluation form is designed to help our staff determine if the candidate has the qualities that will enable him/her to be a successful DR. Please express your candid evaluation of the candidate's readiness to be considered for this position. Additional comments, in the extra space provided, are also valuable.

It is very important that you return this completed form to the candidate prior to Monday, March 25, 2013. Late applications may not be considered.

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

For the candidate: (Optional) I hereby waive my right to access, inspection, and review of this reference form. I understand that this form will only be used for the desk receptionist selection process.

Signature: _____ Date: _____

For the respondent: Although we have included a waiver of the inspection for the candidate, we strongly encourage your consultation with the candidate directly. This will provide the applicant with perhaps a more realistic self-appraisal as they begin the selection process.

Respondent's Information

Name: _____ Title: _____

Relationship to applicant: _____

How long have you known the applicant? _____

OVER

- DR Application -

Applicant's Name: _____

Please rate the candidate in the following areas, where one is the lowest and five is the highest score. Also include any comments you may have below that item.

Communication and listening skills 1 2 3 4 5 N/A

Comments:

[Click here to enter text.](#)

Ability to relate to peers 1 2 3 4 5 N/A

Comments:

[Click here to enter text.](#)

Ability to follow directions 1 2 3 4 5 N/A

Comments:

[Click here to enter text.](#)

Confidentiality 1 2 3 4 5 N/A

Comments:

[Click here to enter text.](#)

Leadership 1 2 3 4 5 N/A

Comments:

[Click here to enter text.](#)

Please comment on any strengths and limitations you are aware of with this candidate.

Based on my knowledge of the candidate and his/her potential (Check one):

- I recommend this candidate for the DR position.
- I do not recommend this candidate for the DR position.
- I cannot judge this candidate's potential for the DR position.

Thank you for your time and assistance!

Evaluator's Signature: _____ Date: _____

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