

NORTH PARK UNIVERSITY

DIVISION OF
STUDENT
DEVELOPMENT

3225 W. FOSTER AVE.
CHICAGO, IL 60625
(773) 244-5555

RESIDENCE HALL DESK ATTENDANT

Organizational Relationship: The desk attendant reports to the desk manager who reports to the resident director who reports to the director of housing and residence life who reports to the dean of student development.

Qualifications

- Customer service experience (courtesy or customer satisfaction related)
- Ability to perform tasks with accuracy and attention to detail
- Dependable and prompt

Responsibilities

Building Security

- Sign in/out all visitors according to the policies instituted by the RD. All residents must show proper identification before gaining access into living areas. Guests must provide a photo ID and sign the visitor's log. The resident must come down to escort their guest into the hall. Both the guest and the host must leave their ID at the desk. Both will be returned when the guest leaves.
- Check the register at the end of visitation hours to see if all visitors are signed out. If not, an RA must be called.
- Enforce visitation hours for opposite-sex guests: Sun-Thurs, noon to midnight; Fri-Sat, noon-2am.
- Hand out and assist in the completion of overnight guest registration forms
- Inform an RD or an RA in the event of an emergency or incident in the hall
- Inform an RD or RA of any suspected policy violations

Maintenance

- Sign in all repair personnel according to the policies instituted by the RD
- Sign in all city inspectors. All inspectors must be escorted into the building by the Physical Plant

Telephone

- Answer the phone. This includes taking messages and transferring calls
- Speak in a professional manner while talking on phone.

Campus Security

- Be responsible for the locking and unlocking of doors as directed by the Desk Manager or RD.
- Call campus security in the event of an emergency.

Miscellaneous

- Attend all training sessions and workshops. This includes desk attendant meetings.
- Keep the desk area clean. Any items left at the desk will be disposed of. Desk attendants are not responsible for items left at the desk.
- Find a substitute according to the substitute policy when you are unable to work scheduled hours.
- Perform various office duties and clerical tasks as directed by the RD, Desk Manager or RA of the hall.
- Check equipment out to residents according to policies instituted by the Desk Manager.