DESK MANAGER
POSITION DESCRIPTION AND EXPECTATIONS

The Desk Manager (DM) is an integral member of the Department of Residence Life, responsible for leading a team of peer Desk Receptionists and helping to facilitate a welcoming, caring, healthy and safe environment, promoting community rooted in the Jesuit tradition of Loyola University Chicago. Desk Managers assists in supervising the Desk Receptionists and in collaboration with hall leadership, manages the overall desk operations. As the first contact to residents, visitors, and persons in and outside of the Loyola community, DM staff must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in emergency situations and situations involving student safety. Additionally, as a supervisor and coordinator of desk operations, DM staff must demonstrate an ability to be a peer leader, while also employing the means to ensure effective operations of the desk. The Desk Manager (DM) is a student employee and reports directly to the Desk Supervisor of the hall they are assigned to.

Minimum Qualifications

DMs:
- May not hold another FWS funded position during their employment in the DM position without prior written approval from the Assistant Director for Residential Services
- Must have a 2.5 cumulative GPA at the time of application and maintain a 2.5 cumulative and semester GPA for the duration of their employment.
- Must be full-time registered students (undergraduates must enroll in no more than 21 and no less than 12 credit hours per semester; graduates must enroll in 9 credit hours per semester).
- Must be and remain in good standing with the Department and University, including no significant or recent student conduct history.
- Are not required to have previous experience as a desk receptionist, though this experience is strongly preferred.
- Are not required to have Federal Work Study, but candidates with this funding eligibility are preferred.

General Expectations

The DM:
- Serves as a resource for residents, families and other campus community members and should be familiar with the services and opportunities provided by Residence Life, the Division of Student Development, and other university departments and offices.
- Will be knowledgeable of and able to communicate departmental procedures and policies to residents.
- Is expected to support the vision, mission, values, philosophies, and goals of the department as employees of the Department of Residence Life.
- Will be expected to arrive on time for all scheduled shifts and communicate any necessary absences in a timely manner. In cases of unforeseen university closure, the DM is considered essential personnel.

Role Modeling and Leadership Expectations

The DM:
- Is responsible for abiding by and upholding all residence hall and university policies.
- Is expected to serve as a positive role model for all students. This includes but is not limited to modeling appropriate and mature behavior on and off campus as well as via digital and social media.
- Is expected to provide direct in person support to all Lake Shore Campus residence hall front desks.
- Is expected to fulfill all expectations as described and provided in training sessions, the DM/Desk Operations Manual, and through direct supervision.
- Is responsible for creating and maintaining a sustainable and effective work environment at residence hall front desks.

Administrative Responsibilities

In addition to the DR administrative responsibilities, the DM will:
- Receive and disseminate important information to DRs in a timely and efficient manner.
- Create and update staffing schedules to ensure all desk shifts are covered.
- Maintain a system to track hours worked by staff members and to facilitate requests to switch shifts, working in close consultation with the desk supervisor. This includes sending a bi-weekly "Reconciliation Sheet" to the Desk Supervisor prior to time approval deadlines.
• Maintain and verify completion/accuracy of front desk logs for equipment and supplies.
• Review the Wiki communication log completed by DR staff and provide feedback, responses and follow-up for any pending items as necessary.
• Maintain an accurate inventory of keys and temporary access cards for the hall.
• Monitor supplies and equipment at the desk and, when necessary, order replacements.
• Develop and maintain an informational board in the hall lobby, highlighting important and relevant campus and departmental information, including but not limited to event fliers and calendars.

**Supervisory Responsibilities**

The DM will:
• Provide consistent and ongoing feedback to DRs about their performance in carrying out all duties and responsibilities, as outlined in the DR position description and desk staff expectations.
• Complete yearly performance evaluation process for all members of their desk staff (Spring)
• Ensure staffing coverage in the event that a Desk Receptionist fails to appear on time for a shift, and if necessary substitutes for an absent Desk Receptionist until coverage can be found.
• Maintain regular communication with supervisors, including checking and responding to email.
• Conduct monthly one-on-one meetings with Desk Receptionists and/or periodically work alongside the Desk Receptionists during scheduled shifts.
• Schedule and facilitate monthly meetings with Desk Receptionist staff, including facilitating monthly professional development opportunities for their team.
• Provide on-going training and support for DRs in understanding their role and the functions of the desk.
• Expected to work with supervisor to address Desk Receptionist performance issues.

**Customer Service Responsibilities**

The DM will:
• Maintain a positive attitude that is welcoming to residents/guests and supportive of the University and the department.
• Provide excellent customer service to students and guests by phone and in-person regarding any housing and residence life questions, concerns, policies and requests.
• Promote a sense of security within the residence halls through addressing student behaviors, reporting concerns, and responding to any emergency concerns.
• Uphold and maintain confidentiality with sensitive student information.
• Maintain a high level of professionalism in communication with residents, staff and guests.
• Become familiar with the different offices and services available to students at the University in order to make appropriate referrals to residents and visitors.
• Be aware of and promote Residence Life and campus programming to residential students.

**Time Commitment**

The DM will:
• Be scheduled for no less than 5 and no more than 19.5 hours per week during the academic year. These hours will be scheduled in coverage shifts between 6:00 am and 10:00 pm while the residential desk is operating.
• Attend, actively participate in, and lead any mandatory staff meetings and training sessions as scheduled. Staff meetings and training sessions are required for all DMs and need written approval from a Desk Supervisor or Assistant Director for Residential Services if a DR is not able to attend.
• Assist with desk coverage during Fall, Thanksgiving, Winter, Spring, and/or Easter Breaks. Shifts for these breaks will be determined among the staff. No vacation/travel plans should be made until desk coverage has been assigned.
• Request and obtain approval from a supervisor prior to any shift changes or absences.
• Maintain a consistent presence at their desk to provide support, feedback, and ongoing communication.

**Compensation**

The DM:
• Is compensated hourly at $13.50 per hour, paid bi-weekly via direct deposit.
• Is responsible for accurately reporting and approving their hours using the Kronos swipe/timecard system by the deadlines established by supervisors and university payroll.
• Is not required to maintain Federal Work Study (FWS) funding for the duration of their employment, but this funding eligibility is preferred. Employees with FWS are:
  o Responsible for verifying and providing proof of FWS funding status at the start of employment as well as maintaining record of remaining funds throughout the academic year.