



DEPAUL UNIVERSITY

DEPARTMENT OF HOUSING SERVICES

Desk Receptionist and Lead Desk Receptionist (DR & LDR) Employment Expectations Updated 9.2016

Desk Receptionists are referred to as DRs or front desk employees throughout this document.

GENERAL EXPECTATIONS

1. DUTIES

Front desk employees are responsible for the duties described in the Desk Receptionist (DR) / Lead Desk Receptionist position descriptions as well as additional duties designated by supervisors.

2. AVAILABILITY

Front desk employees are expected to remain available during the entire academic year, including recess periods when the halls are open, as well as training periods prior to the start of the year and residence hall closing responsibilities, unless other arrangements are made with the approval of the supervisor(s).

- During break periods, a smaller Desk Receptionist staff is utilized. Supervisors will reach out to employees to see who is interested in working over winter and/or summer break. Not all employees will be needed to fill the schedule during break periods.
- At the beginning of each quarter, the schedule is published for the first two weeks of the quarter and modifications to work time preferences are allowed as class schedules are confirmed. The remainder of the quarter's schedule is published in week three allowing for advance notice of shifts.

3. DEPAUL REPRESENTATIVES

Front desk employees are expected to have a complete working knowledge of the policies for students as outlined in the [DePaul University Student Handbook](#) and [The Guide to Student Housing](#) and are responsible for supporting the same. Front desk employees must also be familiar with and follow university and Departmental policies and procedure and are expected to model, at all times, appropriate behavior and be exemplary representatives of the Department of Housing Services and the University. This includes wearing appropriate attire.

4. CONDUCT

Front desk employees involved in conduct issues or any DR receiving serious sanctions from the Dean of Students Office or Residential Education may be subject to progressive discipline, up to and including termination.

5. IN-YEAR TRAINING / MEETINGS

Front desk employees must attend all training sessions (workshops, in-services) during the period of employment unless excused by a member of the Front Desk Supervisory Team. Fall training occurs throughout the day. Front desk employees must also meet with their Housing supervisors when required.

6. COMMUNICATION STANDARDS / W2W

Front desk employees are expected to adhere to the Housing Services' communications standard of responding to e-mails, *When to Work* correspondence (W2W), and phone calls from supervisors within a 24 hour time period. This standard does not include on-call situations, which require immediate response. Front desk employees should use the preferred e-mail account that they have provided to their supervisors. Supervisors will send ALL front desk related communications to this address.

Front desk employees must make sure that their personal information is accurate and updated in *When to Work* with their preferred e-mail account and preferred phone number. Supervisors will send DR communications to the e-mail address listed in *When to Work*.

7. DIVERSITY

Front desk employees are expected to uphold and support the University and Housing Services' [Mission Statement](#) and [Commitment to Diversity](#).

WORK SHIFT EXPECTATIONS

1. TIMELINESS

It is crucial and expected that all front desk employees arrive on time to their scheduled area or desk. Missing a shift, failure to be on time to a shift, or failure to relay appropriate information to supervisor(s) (e.g. contacting the LDR by phone if running late) are unacceptable.

2. HOLIDAYS

According to DePaul University's Policies & Procedures Manual, part-time employees (including student employees) are not eligible for holiday pay. DePaul Housing Services does pay hourly front desk student employees more (time and a half) for the following shifts:

Thanksgiving Day

Christmas Eve (4:00PM – 12:00AM) / Christmas Day

New Year's Eve (4:00PM – 12:00AM) / New Year's Day

3. NO CALL / NO SHOW

Front desk employees are required to work ALL of their assigned shifts. If a DR/LDR places a shift on the *When to Work* tradeboard and the shift is NOT picked up by another employee, the original employee is responsible for the shift and must come to work.

4. CALL OFFS

Front desk employees are responsible for each shift that they are assigned until and unless their shift is claimed by another employee. Front desk employees are also responsible for communicating scheduling conflicts in advance to the scheduling supervisor and are expected to inform the shift supervisor (LDR on duty) about any immediate scheduling conflicts as soon as possible.

Front desk employees are expected to regularly check their schedule and post conflicts on the *When to Work* tradeboard. If an employee has an emergency that prevents them from arriving to or completing a shift, they must also find a substitute to work the shift. Failure to arrive to the shift or secure coverage for the shift will be considered a no show and may result in job action up to termination. The employee may be asked by the Human Resources supervisor to demonstrate that there was an extenuating circumstance and may be required to provide appropriate documentation.

5. TRADEBOARD EXPECTATIONS

Shift Trade Timeframe

Employees attempting to trade a shift away, must accept any trade offers at least **24 hours** before the actual shift start time. Waiting until the day of a shift to accept a trade is problematic because the person awaiting the trade is given little to no time to react and plan for the shift.

Trades accepted within 24 hours of a shift start time may result in an incomplete trade and/or absence or lateness at a front desk. The original shift owner is responsible for the shift in these cases. In other words, employees should be respectful to others schedules when trading shifts and stay on top of trade offers both outgoing and incoming.

Limit on Trade Offer Acceptances

Employees accepting trades from the tradeboard **cannot offer to accept trades for more than one desk per shift timeframe.**

For Example:

If an employee is visiting the tradeboard and sees three shifts up for trade during the exact same shift date / time (McCabe, Seton, and Clifton from 12PM – 4PM), the employee can offer to trade for one of the shifts NOT all three at the same time. If an employee has three active offers out at once, the employee runs the risk of all three trades being accepted and in turn the employee will be scheduled for three desk shifts at the exact same time at different desks. It is not physically possible to be at three desk locations at the exact same time.

Shift trading enthusiasm is appreciated, however, employees must act responsibly when dropping or picking up shifts to minimize the risk of trade errors. Employees should also review their own schedules on a regular basis to look for any possible shift conflicts. If a conflict is discovered, act responsibly and contact a front desk supervisor as soon as possible.

6. TIME OFF REQUESTS

- Time off requests are reserved for employees to request time off when they will be away for extended periods of time or physically away from Chicago with no ability to work.
- Time off requests must be submitted at least **one week** before the requested date(s) off. If time off is needed less than 7 days from the scheduled shift, the employee should exhaust all options to trade their shift instead of submitting a time off request.
- Employees should request partial time off if a full day of time off is not needed.
- Time off requests are requests and it is not always possible to accommodate each person for each request.
- The scheduler reserves the right to deny time off requests if an employee has requested too many days off in a quarter (5+ requests). The scheduler will always try to strike a fair balance between employees.

7. DE-ESCALATION / PROGRESSIVE DISCIPLINE

Front desk employees who have received progressive discipline (e.g., a verbal warning or a written warning) may submit a written request to the Facilities Area Coordinator responsible for personnel issues management three months after the date that they received progressive discipline and request a review of their status. If the request is granted, the status of the job action will be decelerated (e.g. a final written warning to a written warning) only if the employee has maintained a flawless record in the preceding three months.

8. MINIMUM SHIFT REQUIREMENT

Front desk employees must work at least 3 shifts or 12-hours per week unless otherwise approved by a supervisor. Employees typically approved for less than 3 shifts per week are typically students who hold other leadership positions on campus or student athletes.

9. DESK COVERAGE

Front desk employees may NOT leave the desk unattended during a shift. Supervisors are the only individuals who may cover a desk in an employee's absence. If an employee requires a personal break, a supervisor must be contacted via duty phone to cover the desk.

10. DEPARTMENTAL EQUIPMENT

Front desk employees may not misuse or neglect departmental equipment (desk phone, bar code scanners, computer, etc.). Improper use includes downloading programs to the front desk computers, viewing inappropriate or pornographic files or videos, use of the front desk phone for personal phone calls, allowing residents or guests to use/touch the computer/phone equipment, etc.

11. USE OF ELECTRONIC DEVICES / MUSICAL INSTRUMENTS

The use of iPods (or any other MP3 players), headphones, wireless mobile phone headpieces (e.g. Bluetooth), cell phones, laptops, or other electronic devices while working at a desk is strictly prohibited. Musical instruments are also not allowed to be played / practiced while working a desk shift. These items distract front desk employees from being fully aware of their surroundings while at work.

12. HOMEWORK / STUDYING

It is acceptable to work on school work during a shift, however, laptop computers and other devices (tablets, iPads, etc.) are not allowed to be used on shift. Employees can bring books and study materials. DePaul sponsored websites are accessible at the front desk computers (D2L, Digication, etc.). If a supervisor believes an employee is too distracted with school work, the supervisor may ask the employee to stop the work while on shift in order to be more attentive.

13. ATTENTIVENESS

Sleeping on the job will NOT be tolerated because it poses a major security risk. Front desk employees cannot control hall access if they are sleeping or dozing off while working. Staff members who are sleeping at work or appear to be too tired to work will be asked to leave the shift immediately and will not receive pay for the remainder of the shift.

14. FRIENDS AT WORK / ALCOHOL IN DESK AREAS

Although we expect our front desk employees to be friendly and remain part of the residential community at DePaul, employees must understand that interactions with friends and peers should be kept to a minimum. It is not appropriate for friends or peers to sit and talk with others for extended periods of time. It is also not appropriate for anyone, whether they are of age or not, to have any alcoholic beverage containers (closed or opened) in any of the hall front desk areas. Friends and peers are NEVER allowed behind the front desk. Front desk employees must keep distractions to a minimum in order to perform all necessary functions of their job.

TIME KEEPING

All employees must clock in and clock out of their shifts utilizing the DePaul University web clock in Campus Connect. Payroll information is recorded directly from the end of shift reports submitted by shift supervisors and from the *When to Work* scheduling program. If employees make a last minute change to their work schedule or fill in for someone who cannot come in to work, they are responsible for communicating this change to the shift supervisor to ensure that the change is reflected in the end of shift report.

Employees must also clock-in and clock-out when filling in for another employee. Missed time punches should be reported to the payroll supervisor via When to Work message as soon as possible so that the times can be manually entered in order to ensure that the DR is paid correctly.

APPOINTMENT

1. PERFORMANCE EVALUATION

Supervisors will evaluate employee job performance in accordance with the Office of Student Employment and Human Resources guidelines each quarter. An unsatisfactory evaluation or violations of any of the policies and expectations detailed herein may result in progressive discipline, up to and including termination.

2. RESIGNATIONS

Resignations must be submitted, in writing (letter or email), to the Facilities Area Coordinator responsible for personnel matters. As a courtesy, Housing Services request that front desk employees resigning from their position give their supervisors two weeks' notice as a professional courtesy in order to facilitate staffing patterns.

3. DURATION OF EMPLOYMENT

Front desk employee appointments are limited to one academic year. Appointment for the following academic year is contingent upon reapplication, performance evaluation, residence hall staffing configurations, departmental need, and funding.

4. LEAVE OF ABSENCE

Although front desk employees may be granted an extended leave of absence in order to participate in an internship or study abroad program, they will only be able to resume employment as staffing needs allow. If an employee leaves the position for more than one academic quarter in a row, the employee will be asked to reapply upon return.