

## Desk Receptionist (DR) | Frequently Asked Questions

### SCHEDULING

#### How are DR shifts setup and assigned?

There are 8 residence halls that have front desks staffed 24 hours a day. The DRs are staffed in 4 hours shifts from 7:45am – 11:59pm.

Shift #1 = 7:45AM – 12:00PM

Shift #2 = 12:00PM – 4:00PM

Shift #3 = 4:00PM – 8:00PM

Shift #4 = 8:00PM – 12:00AM

From 12am-7:45am, the front desks are staffed with professional security staff, also known as **Guardian Security officers**.

There are 8-10 Desk Receptionists on shift at a time except for during break periods. Some of the larger/more active hall desks are double staffed in the evenings. There is one Lead Desk Receptionist on per shift.

DRs will setup their preferences for scheduling in a system called When to Work. The scheduling Facilities Area Coordinator (FAC), Ashley Jackson-Williams, provides a quarterly tutorial on using When to Work and uses the DR preferences to schedule all shifts for the quarter. All front desk employees are required to attend a mandatory scheduling session each quarter.

At the beginning of the quarter, we schedule two full weeks to allow for changes to schedules because of class schedule changes and after two weeks, the remainder of the quarter is published.

#### **What happens if my availability changes during the quarter?** (e.g. Add a class, drop a class, etc.)

Once a schedule is published, it is challenging to make changes to the schedule. However, we do understand that life comes up and plans change. Any changes to your availability should be sent immediately to Ashley Jackson-Williams, the FAC responsible for scheduling concerns. Ashley can be emailed through When to Work where she is listed as a manager in the mail feature.

#### **What should I do if I am assigned to a shift and I am no longer able to work that shift?**

In When to Work, there is a great resource for the DRs to use when they need to trade or drop shifts. The tradeboard is a great place to post any shifts that you can no longer work. It provides you with the opportunity to either drop a shift or trade a shift with another DR. Please note, however, that just

placing a shift on the tradeboard isn't enough. As a DR, you are responsible for a shift until someone else picks it up or accepts the trade. You "own" the shift and all responsibilities related to it until the other person fully accepts the shift and it is transferred from your schedule to theirs electronically. If no one picks up the shift you put on the trade board, it is still your shift.

**What are the total number of hours I can work in a week?**

The university's policy on student employment is that students who are U.S. citizens can work up to 25 hours per week during the academic year. International students can work up to 20 hours per week. Please note that the 20-25 hours per week limit is inclusive of all employment. For more information about work hour limits, please visit the office of student employments website at: <https://studentemployment.depaul.edu/>

**How do I verify what shifts I am scheduled for?**

By logging in to [When to Work](#), you are able to view your schedule and the schedules of others for the quarter.

**PAYROLL**

**How do I clock-in when I arrive for a shift?**

For new employees, the Web Clock may take 5-10 business days to appear in Campus Connect. New employees should login to Campus Connect (follow the steps below) at the start of each shift to look for the Web Clock feature. If it does not appear, the employee should tell the Lead Desk Receptionist during the call around. Your shifts will still be reported via the Lead Desk Receptionist's End of Shift Report.

Once the Web Clock is available, employees should visit Campus Connect. When you login to Campus Connect, you will click on the link that says "Time Reporting." A new page will come up and you will see a link for the Web Clock. The web clock feature is where you will clock in and out.

**What if I do not have access to clock-in when I arrive for a shift?**

Please make sure the Lead Desk Receptionist is aware and that it is reported in the end of shift report. You can also send Dylan Shiver, FAC responsible for all payroll concerns, a message in the When to Work mail feature.

**What should I do if I forget to clock-in/out for a shift?**

Send a message to Dylan Shiver, FAC responsible for all payroll concerns via When to Work. Let Dylan know what time you arrived or left your shift. Dylan will then adjust your time sheet to reflect the correct clock-in/out.

**How often are DRs paid?**

The university's payroll is setup to pay out employees bi-weekly (every 2 weeks). For exact "pay day" dates, please visit: <http://financialaffairs.depaul.edu/payroll/calendars.htm>.

**What happens if my check does not accurately reflect the number of hours that I worked?**

Please contact Dylan Shiver via When to Work mail. If there is a discrepancy in your check, Dylan will review your timesheet and will work with our Business Manager to get this issue resolved.

**PERSONNEL SUPPORT**

**What happens if I am documented for violating a policy in the DR manual?**

Any policy violations are considered infractions. At the end of every shift, the Lead DR will document any infractions that came up during a shift. The FAC responsible for handling personnel support, Jessica Vazquez, will follow up on any infractions documented in an end of shift report. Jessica will typically request a meeting with you to discuss the infraction and to discuss any further job action needed.

**Should a new employment opportunity come my way, what is the best method for submitting my resignation? Also, what is the professional etiquette on the timeliness of a resignation?**

Resignations can be submitted via When to Work mail to the FAC responsible for handling personnel support, Jessica Vazquez. The professional etiquette on resignations is to give your employer 2 weeks' notice (at a minimum).

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**You can find answers to other questions by reviewing the Desk Receptionist Employment Expectations document or by asking a supervisor.**