



## **Desk Receptionist and Lead Desk Receptionist (DR & LDR) Employment Expectations Updated 02.27.2023**

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

This document may be updated at any time as supervisors may need to adjust policies and processes throughout the academic year. Employees will be notified via email if/when there are changes or updates.

## **GENERAL EXPECTATIONS**

### **DUTIES**

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

### **AVAILABILITY**

Front desk employees are hired for the academic year. DePaul University residence hall front desks are open throughout the year including break periods. A smaller staff of Desk Receptionists and Lead Desk Receptionists are hired to work during winter break and summer break periods. Supervisors will announce the application process for break period Desk Receptionist and Lead Desk Receptionist positions in advance and all who are in good employment standing are welcome to apply.

Graduating seniors, who are not international students, can continue to work the break period following graduation. For example, if a graduating senior graduates in Winter Quarter, this student can work during spring break. If a graduating senior graduates in Spring Quarter, this student can continue to work for the summer break up until the start of the next academic quarter.

### **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 procedures and are expected to model, at all times, appropriate behavior and be exemplary representatives of the department and the university. This includes wearing appropriate attire while working.

## CONDUCT

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

## IN-YEAR TRAINING / MEETINGS

Front desk employees must attend all training sessions (workshops, in-services, scheduling meetings, etc.) during the period of employment unless excused by a member of the supervisory team. Fall training occurs at the start of the year and is mandatory for all desk employees. Front desk employees must also meet with their supervisors when required.

**Please note:** Scheduling Sessions happen quarterly and with advance notice. Desk Receptionists and Lead Desk Receptionists receive 1-hour of pay per scheduling session and are only required to attend one per quarter. This pay will be added to your time card in BlueSky by the Line Manager.

## COMMUNICATION STANDARDS / W2W

Front desk employees are expected to adhere to the department's communications standard of responding to e-mails, *When to Work* correspondence (W2W), Microsoft Teams posts, and phone calls from supervisors in a timely manner. Front desk employees need to check Microsoft Teams at the start of each shift to look for pass down information and updates. Front desk employees should also be logged into Teams on the front desk computer to be available to the shift supervisor via the chat feature while working. This standard does not include on-call situations, which require immediate response. Front desk employees should use their BlueM@il (@depaul.edu) accounts to receive messages and communications related to the Desk Receptionist role.

Front desk employees must make sure personal contact information is accurate and updated in *When to Work* with BlueM@il addresses updated and preferred phone number. Supervisors will send DR communications to student employee BlueM@il addresses.

## MISSION & DIVERSITY

Front desk employees are expected to uphold and support the departmental [Mission Statement](#) and the university's [Commitment to Diversity](#).

## WORK SHIFT EXPECTATIONS

### 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. Front desk employees should arrive a few minutes before their shift start time to ensure a smooth transition from employee to employee and should **not clock in until the actual shift start time**.

## HOLIDAYS

According to DePaul University's Policies & Procedures Manual, part-time employees (including student employees) are not eligible for holiday pay. Despite this policy, DePaul Housing does pay hourly front desk student employees more (time and ½) for the following shifts on the following holiday:

- Thanksgiving Day – all shifts
- Christmas Eve (4:00pm-8:00pm and 8:00pm-12:00am)
- Christmas Day – all shifts
- New Year's Eve (4:00pm-8:00pm and 8:00pm-12:00am)
- New Year's Day – all shifts
- Martin Luther King Jr. Day
- July 4<sup>th</sup> Day – all shifts

Straight time is paid first and within the same time period. The difference between your wage and time and ½ wage is paid in 1-2 pay periods following the holiday pay date.

## NO CALL / NO SHOW

Front desk employees are required to work ALL 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.

## CALL OFFs / PAID SICK LEAVE

Front desk employees are responsible for each of their assigned shifts until and unless their shift is claimed by another employee from the *When to Work* tradeboard. 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 as trades. 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 progressive discipline up to termination. The employee may be asked by the Employee Relations supervisor to demonstrate that there was an extenuating circumstance and may be required to provide appropriate documentation.

Paid Sick Leave is accrued by all student hourly employees at DePaul. This program is new as of July 2017. Please visit the below link for more information:

<https://offices.depaul.edu/human-resources/Pages/paid-sick-leave.aspx>

Student employees accrue 1 hour of paid sick leave for every 40 hours worked. Any employee wishing to use their accrued paid sick leave allowance must complete an [absence request in BlueSky \(see absence management\)](#) for tracking purposes as soon as they know they will not be able to work and **at least three (3) hour before the scheduled shift time**. All employees who wish to use accrued sick leave hours MUST complete the request. If an employee is to become sick during a desk shift, the Lead Desk Receptionist should report this in the End of Shift Report and ask the employee to complete the timesheet change form if they wish to use any accrued sick leave.

It is strongly discouraged for an employee to take sick leave time during the last week of employment or near a planned resignation. The Paid Sick Leave Ordinance is designed as a benefit to be used for students who are legitimately sick. If an employee takes paid sick leave on or near their last day of employment without a legitimate excuse, supervisors reserve the right to disclose that information to potential future employers during employment reference checks.

**To use Paid Sick Leave on Weekdays:** Absence requests can be made in BlueSky by following the Absence Management steps found [HERE](#).

**To use Paid Sick Leave on Weekends or Holidays:** Paid Sick Leave Absence Requests for weekend days or holidays are processed differently. Employees must email [HRBenefits@depaul.edu](mailto:HRBenefits@depaul.edu) to use Paid Sick Leave hours for a weekend day or holiday. The email should be clear on the weekend or holiday date and the number of hours the employee would like to use from their accrued balance. HR Benefits will input these hours and approve them.

## PERFORMANCE IMPROVEMENT PLAN

Front desk employees who have received progressive discipline (e.g., a verbal warning or a written warning) may submit a written request to a supervisor three months after the date that they received their progressive discipline warning 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.

## MINIMUM SHIFT REQUIREMENT

Front desk employees must work at least three shifts or 12-hours per week unless otherwise approved by a supervisor. Employees who are approved for less than 3 shifts per week are typically students who hold other leadership positions on campus or student athletes. Toward the beginning of each quarter, front desk employees may be assigned two shifts per week and are encouraged to visit the tradeboard to pick up another shift to maintain the ideal of three shifts minimum per week.

## 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 to cover the desk and must be in place while the employee takes a bathroom or stretch break.

## 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.

## USE OF ELECTRONIC DEVICES

The use of distracting electronic devices is prohibited during work shifts. The below list contains examples of devices that CANNOT be used while on shift:

- Cell/mobile phones
- iPods (or any other MP3 players)
- Handheld gaming consoles (Nintendo 3DS, Nintendo Switch, Sony PlayStation Vita, etc.)
- Headphones or wireless mobile phone headpieces (e.g. Bluetooth, AirPods, etc.)
- Portable Bluetooth speakers, etc.

These items distract front desk employees from being fully aware of their surroundings while at work and are not allowed.

## COURSEWORK, STUDYING, & OVERALL ATTENTIVENESS

- It is acceptable to work on schoolwork during a shift, however, if a supervisor observes a Desk Receptionist being inattentive, the supervisor will ask the employee to stop the work and put all materials away for the duration of the shift to be more attentive. The employee is to comply with this directive from the supervisor.
- Some DePaul sponsored websites are accessible at the front desk computers (D2L, Digication, etc.). Laptop computers and other devices (tablets, iPads, etc.) are allowed to be used on shift except for the following:
  - Laptops may not be used by any employees for the first full week of fall quarter (typically a Wednesday to Wednesday) following training. This limitation is in place so that employees can fully understand and get the feel for their position at the start of the year before laptops and other devices are introduced to the work setting.
  - Any new employees who join the front desk operation mid-year are not permitted to use laptops or other devices for the week of their employment to allow for them to fully understand and grasp the responsibilities of the position before adding in any devices that could distract when learning.
- If at any point, a supervisor observes an employee who is inattentive or distracted by the devices or with study materials, the supervisor will ask the employee to stop the work and put away devices or materials for the remainder of the shift to be more attentive. The employee is to comply with this directive from a supervisor.
- **Headphones are NOT allowed on shift** and volume on devices must be kept to an exceptionally low setting.
- **Cell phones are NOT allowed on shift.**

Cell phones must be put away in bags and not visible during any part of an employee's shift – they may not even be visible when charging. Cell phone use, specifically texting, causes Desk Receptionists to look down and lose peripheral vision. This type of distraction makes it challenging for Desk Receptionists to have full awareness of the lobby/entrance spaces. If a supervisor observes

a Desk Receptionist using a cell phone or if an employee's cell phone is out at a desk, the employee will be asked to put the device away and out of sight. The employee can also expect progressive discipline follow up which may lead to termination of employment. Supervisors are firm related to any observed instances of cell phone use as cell phones are explicitly prohibited.

- **Sleeping or Tiredness**

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.

## **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 to perform all necessary functions of their job.

## **MEDIA**

Sometimes a news outlet will try to interview student employees in Housing. If a Desk Receptionist or Lead Desk Receptionist receives an interview request from a journalist, student journalist or professional journalist, they must decline. Instead, the front desk employee must ask the requester to fill out the DePaul Housing Media Interview Request Form: <https://depaulhousingforms.wufoo.com/forms/depaul-housing-media-interview-request-form> and no further action is needed. Employees are not to speak with members of the media directly and should connect them to professional staff who are trained to respond on behalf of the department or university.

If you have any questions or concerns, please contact the department Marketing & Communications Manager and/or the Communications Coordinator.

## **UNIFORM / APPEARANCE**

Front desk employees must reflect DePaul University positively and professionally. Employees must wear the provided campus Housing staff polo shirt while working. **Lead Desk Receptionists must wear nametags as they are supervisors who travel between locations while on shift.** Desk Receptionists do not need to wear nametags, but should instead write their name on the residence hall staff board behind each desk in the 'Desk Receptionist' space with a dry erase marker at the start of the shift.

- Layering - Any clean jacket or cardigan can be worn so long as the polo remains visible.
- Any university sweater or pullover with a DePaul logo can be worn on top of the polo if the lobby area is cold.
- Lead Desk Receptionists must wear nametags during their shift on the top layer of clothing.

Employees who do not adhere to the policy as stated above can expect a progressive discipline follow-up meeting with a supervisor.

Please note:

- If an employee loses their polo shirt or nametag (LDRs only), the employee should email the Graduate Supervisors with preferred name and shirt size for a replacement.
- At the beginning of any academic year, polo shirt orders may be delayed. In the event that a staff member has not received a shirt, the employee can wear a work-appropriate top with a clear DePaul University logo in the interim.

## TIME KEEPING

### WEB CLOCK

All employees must clock in and clock out of their shifts utilizing the DePaul University web clock in BlueSky. 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 last minute changes 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 the [Housing Operations Timesheet Change Request Form](#) as soon as possible so that the times can be manually entered in order to ensure that the DR is paid correctly.

### BREAKS

Lead Desk Receptionists complete 1-2 sets of rounds during each shift. When they visit the desks, they will ask Desk Receptionists if they need a quick, under five minutes, personal break (bathroom or stretch break). Desk Receptionists can contact their Lead on call at any time to request a break. If a Lead Desk Receptionist is busy at the time of the request, the Housing Operations Coordinator on call can be contacted to assist with giving a break.

Illinois law states that any employee working more than 7.5 consecutive hours must be provided a minimum of 20 minutes of unpaid lunch time with a break being given no later than five hours after beginning work.

Desk shifts are 4 to 4.25 hour long shifts, not 8 hour long shifts and picking up two shifts in a row is not part of a regular schedule. Front desk employees might pick up a secondary shift from the tradeboard resulting in two shifts in a row or a double shift. In the case of a double shift, front desk supervisors will provide the opportunity for a desk employee to take a 20 minute break and this break must occur within the first five hours of the combined shifts. For front desk shifts only, we are budgeted to offer paid breaks for double shifts, and we strongly encourage that the employee take the appropriate break.

Triple shifts or three shifts in one day are not allowed. The scheduler monitors the schedule for double and triple shifts and will ask an employee to trade a shift or two away.



## **APPOINTMENT**

### **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.

### **RESIGNATIONS**

Resignations must be submitted, in writing (letter or email), to the Assistant Director of Housing Operations. As a professional courtesy, Housing Operations supervisors request that front desk employees resigning from their position give their supervisors two weeks' notice to accommodate the change in staffing patterns.

### **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, as well as successful completion of the on-boarding process.

### **LEAVE OF ABSENCE**

Front desk employees may be granted an extended leave of absence to participate in an internship, for a study abroad program, or for personal/health reasons. DRs or LDRs who temporarily leave the position may be able to resume employment as staffing needs permit. Reemployment is not guaranteed.

If an employee leaves the position for one academic quarter or more, employment is terminated, and the employee will need to complete the hiring process before working as a front desk employee again. Any departing employee who wishes to return should contact supervisors 2-3 weeks before their anticipated return to formally reapply for the position. Applications from former employees who left the DR or LDR position while in good standing are given priority over other applicants.