



Residence Life and Housing Services | West Chester University | 202 Lawrence Center
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Front Desk Attendant (FDA) Position Description: 2020-2021 Academic Year

The Office of Residence Life & Housing Services commits to providing an environment of learning which fosters ongoing holistic development for all community members. We are dedicated to serving students by creating and sustaining inclusive communities rooted in ethical decision making and intentional and supportive connections.

The Front Desk Attendant (FDA) is a student staff member employed by the Office of Residence Life and Housing Services. The FDA is responsible for assisting the Resident Director (RD) or the Graduate Hall Director (GHD) and the Graduate Assistant (GA) in the effective administration of the residence hall. This is accomplished through working at the Front Desk of the building and performing related tasks as assigned by the RD/GHD or GA. Front Desk Attendants are expected to behave in a mature and responsible manner, using good judgment, abiding by local and institutional policies, and maintaining exemplary scholarship.

Position Qualifications

1. You must be a student in good standing; this means you need to maintain a **2.25 GPA** throughout your term of employment. Failure to uphold this academic standard will lead to dismissal from the position.
2. Have good interpersonal skills and demonstrate the ability to relate to people.
3. Demonstrate good clerical and communication skills.
4. Have a flexible schedule to be available for desk hours including every other weekend, finals week, and building opening and closing periods.

Remuneration

An hourly rate of **\$9.00** will be paid to all Front Desk Attendants (FDA) with the Office of Residence Life and Housing Services beginning in the fall 2020 semester.

Job Responsibilities

1. Employment begins at a time designated by the Associate Director of Residence Life and is a semester to semester contract. Job performance will determine if you are requested to return for the following semester. Employment for subsequent years occurs through a re-application process and is contingent upon previous job performance. Reemployment is not guaranteed.
2. The Front Desk Attendant will return to campus the second Sunday in August. This time will be used to participate in mandatory staff training, as well as to assume front desk operation responsibilities and to assist with preparing the respective building for opening.
3. The Front Desk Attendant receives direct supervision from the Graduate Assistant and Resident Director or Graduate Hall Director. From this point on, the Resident Director, Graduate Hall Director, or Graduate Assistant will be referred to as a supervisor.
4. Be alert at all times while on-duty. Monitoring all ingress and egress from the building and greet individuals appropriately.
5. Report to all desk shifts on time (arriving 10 minutes early) to relieve previous staff member. During

this time FDA's should be communicating with one another and resume any tasks that they had not been completed during the previous shift. At no time should the front desk be closed between shifts.

6. Read and be familiar with all policies and procedures outlined in the FDA Manual. Complete all Front Desk related logs accurately, legibly, and completely. Follow established procedures regarding the use of temporary keys, resources and the public address system.
7. Be familiar with and abide by all University and departmental policies.
8. Be courteous and helpful in all interactions, including telephone conversations. Take complete messages in a professional and legible manner.
9. Adhere to established Front Desk dress code and expectations. Maintaining a neat and clean appearance at Front Desk, at all times.
10. Maintain positive and open attitude when interacting with staff members, supervisors, public safety and residents or visitors of the building or apartment complex. Assisting people who appear to be unfamiliar with the building.
11. Sign out building/complex equipment to residents following the established procedure. When ending a shift for the night, collect all equipment that you signed out before locking up the Front Desk.
12. Sort and distribute mail in accordance with established guidelines.
13. Notify area supervisor of suspicious activities or policy violations as the situation dictates.
14. Assist with all residence hall or apartment complex opening and closing responsibilities.
15. Remain calm and respond appropriately to any emergency situation while on-duty. Following all fire alarm system and emergency evacuation procedures appropriately.
16. Perform specific tasks in priority order (including task assignments) as assigned by the area supervisor.

Front Desk Attendant Job Expectations

Professionalism

1. As a Front Desk Attendant, you serve as an information source for the students in your area. You should become familiar with all aspects of, and abide by, the Student Code of Conduct, *The Guide to Residential Living*, and The WCU Civility Statement. You should be conscious of being a student, attending classes, and maintaining satisfactory grades. Your behavior and attitude should reflect your position as a role model at all times.
2. As a staff member of the University, you should channel your questions, concerns, or problems regarding the University or your position appropriately. Directing concerns through your supervisor will go a long way in presenting the position in a positive manner. You should make a conscious effort throughout the year to bring not only problems, but also possible solutions to your supervisor.
3. **Attitude is EVERYTHING!** It is imperative that the Front Desk Attendant takes control of their reactions in all situations. During FISH! Training everyone learned the concept of "**Choosing Your Attitude!**" Should a Front Desk Attendant choose an attitude that is negatively affecting the community, fellow staff members, and / or their supervisors, job action will be taken and documented.

4. Social media accounts should be managed in order to maintain the proper image of a staff member within the Office of Residence Life and Housing Services.
5. While working the front desk, the Front Desk Attendant's main focus should be on completing assigned tasks or being present for students/visitors. Guests at the front desk should be limited; at no time should the front desk attendants be socializing with friends, or other building staff. Only the scheduled staff member is permitted to be behind the front desk. If staff members, such as resident assistants, request resources or keys, they must be signed-out following procedure.
6. There is no food or drinks permitted behind the front desk at any time. Any trash that is accumulated over the duration of the shift must be taken out to the trashcan in the lobby. Any personal items left behind the front desk will be removed and discarded. Be mindful of the appearance of the front desk area and work to maintain its professional, clean appearance.

Communication

1. You should work to develop an effective relationship with the Resident Director/Graduate Hall Director, Graduate Assistant, Resident Assistant Staff, Residence Hall Association, Public Safety Officers, maintenance, and housekeeping staffs. You should attempt to get to know all staff members on both a personal and professional level and determine how appropriate communication will occur between staff members. You should be open to offering and receiving constructive feedback. Any conflict, whether interpersonal or professional, should be dealt with in a professional manner during the staff meetings or in private one-on-one meetings in consultation with your supervisor.
2. Check the Front Desk Attendant Binder and Communication log for important information and tasks. The binder and log should be checked at the start and end of each shift. WCU email should be checked daily.
3. We are all judged by the quality of our written output. Care should be taken in writing reports and other materials shared with others.
4. You should contact your supervisor about emergencies and critical situations immediately (day or night). It is better to over inform your supervisor than not to provide enough information in a timely manner. Do not use other student staff members to convey important or time sensitive information to the supervisor.
5. If you must switch shifts, please fill out a Change of Shift form and have it submitted and approved no later than one day in advance of the shift change. Shift changes will not be approved if not received by the deadline indicated. Change of Shift forms submitted after the intended shift is not acceptable. Staff members are expected to call their supervisor directly in the event of unforeseen circumstances or emergencies. You are required to find a replacement for your shift; RAs may serve in this role.
6. Front Desk Attendants will be required to attend semester staff meetings.

Personal Work and Electronics

As a Front Desk Attendant, it is an expectation that tasks and assignments are completed prior to beginning any schoolwork. If there are regular or daily tasks that need to be completed or outstanding assignments, they should be completed before students begin studying or doing homework. If the student is in the middle of schoolwork, he/she should immediately attend to the new task. At the beginning of the shift, FDA's should be communicating with the FDA the preceded them, and resume any tasks that they had not completed. If there are no open tasks, check in with your supervisor (if present) for further instruction.

Any personal electronic including cellphone, tablets and laptops will not be permitted at the front desk. All

personal electronics should be stored in an area away from the front desk, as to not be a distraction. Please remember that as a Front Desk Attendant the department is paying you to serve the students and assist the building administrators. **While at work**, the needs of the office come before academic needs.

Confidentiality

There are times when you will be handling sensitive information. When working with confidential documents, please be sure to keep them out of public view. This includes leaving them on the front desk, counters or unattended anywhere else where visitors can see them. All materials you encounter should be considered confidential and should not be discussed with anyone but your supervisor. Please be mindful that there should not be any student information given out over the phone or given to any unidentified persons. If such requests are made, apologize and reiterate that it is for the safety of the student. If you have any questions, please let your supervisor know.

Acceptable Computer Use

The front desk computer should be used **ONLY** for completing logs, and Google doc communication log. **All other computer use is prohibited.** Please plan accordingly.

Key Agreement

1. You are responsible for the keys that are given to you. DO NOT lose them. Individuals will be billed the cost for all lost keys and any lock changes as indicated on the Employee Key Agreement. Keys other than your room key should be used in job related functions only.

Performance Appraisals

1. You will have the opportunity to meet informally with your supervisor throughout the semester to receive and provide constructive feedback and evaluations.
2. Formal evaluation meetings will be held mid-year and at the end of the spring semester.

Workers' Compensations

In the event of a work injury, it is your responsibility to immediately report the injury to your employer / supervisor. More information can be found on the WCU Human Resources website.

Unemployment

In the event of job termination, or unemployment you will not be eligible to file for unemployment. As an employee of an educational institution, the employment contract makes you ineligible to file for unemployment.