



### **FRONT DESK MANAGER POSITION DESCRIPTION**

As a member of the Student Housing Office Staff, the Front Desk Manager (FDM) is responsible for helping to create a living and learning environment in the residence halls and apartments by offering services to residents. The FDM reports to Resident Director and the Assistant Director for Residence Life in the assigned area. The FDM is responsible for creating schedules, administrative functions, facilitating guest sign-in process, and resource and referral activities. The FDM is expected to conduct him/herself in a manner consistent with the Student Conduct Code, University policies and regulations, and departmental standards.

The following are the specific qualifications and general descriptions of the responsibilities of the FDM. Other tasks may be assigned by the Student Housing Office, Resident Director or the Assistant Director for Residence Life.

#### **A. Qualifications**

1. Full-time enrollment as a degree-seeking student at Loyola Marymount University during the contract period. Good academic standing from the time of appointment through the end of the academic year.
2. Must have no active judicial sanction while employed.

#### **B. Responsibilities**

1. Create Front Desk schedules and distribute to FDSAs.
2. Hold Front Desk staff meetings as necessary.
3. Facilitate community development initiatives and programming through the front desk area.
4. Assist in the recruitment, selection, and training of the FDSAs.
5. Evaluate the performance of FDSAs and maintain FDSA accountability in fulfilling job requirements and staff expectations.
6. Provide and promote quality customer service.
7. Distribute and sign out supplies and games to area residents.
8. Provide residents with information on University services and refer residents to appropriate services.
9. Perform general office work (e.g., responding to student inquiries, maintaining administrative logs, answering phones, typing, filing, making posters/flyers, and updating programming board and database).
10. Facilitate guest sign-in process.
11. Secure residential facilities at beginning and end of each shift.
12. Maintain general cleanliness of the Front Desk.
13. Check lobby area for cleanliness where applicable.
14. Distribute and collect mail and office materials as necessary.
15. Work scheduled hours during times when the Front Desk is open, including exam periods and some holidays.
16. Attend all staff meetings and in-service training sessions.
17. Contribute to the quality of life in the residence hall and apartment communities by sharing ideas and information with the staff and residents.
18. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities.
19. Serve as a role model by abiding by all University and Student Housing policies. This includes, all policies concerning purchase, possession and consumption of alcohol. Obvious intoxication at any time does not fit within the framework of a positive role model regardless of age.
20. Support the goals and philosophies of the Student Housing Office.
21. Work cooperatively with all Student Housing Office staff members, including Resident Assistants, Program Assistants, Resident Directors, Assistant Directors, and Resident Ministers (i.e. reporting conduct violations or referring concerns in the community).
22. Complete projects as assigned.

#### **C. TERMS OF EMPLOYMENT**

1. Appointment is for one academic year.
2. Spring meetings at 3pm on both April 13 and April 20, 2012, and FDSA interviews from 12:15p-1:30p on April 18 and April 19, 2012. Availability for these meetings is mandatory.
3. Fall FDM Training takes place on August 23, 2012.
4. FDMs will be able to move-in between 8 am- 5 pm on August 22, 2012.
5. FDMs must be available to work during opening of the halls starting August 24, 2012.
6. Each FDM is expected to work at least 5 hours per week, including at least 5-10 hours during finals.
7. FDMs are paid hourly at a rate of: \$9.00/hr before midnight and \$10.00/hr after midnight.
8. FDMs must adhere to all FDM/FDSA Expectations. A FDM may be terminated for continued poor performance (including absenteeism and tardiness) or for a single incident of serious misconduct on the job. A FDM may also be terminated in the event that he/she violates any policies, procedures, or standards as outlined in the Community Standards Handbook.
9. Each FDM is provided with feedback informally throughout the employment period.

#### **D. Confidentiality**

It is essential that the FDM conduct his or her duties in a professional manner. Confidentiality is a major component of professionalism. FDMs should consider all contacts with students while working as confidential. A student's right to privacy and confidentiality should be respected at all times. Additionally, FDMs may be assigned tasks where access to confidential information would be granted. FDMs are expected not to share this information with others.