

North Park University Residence Hall Desk Manager

Division of Student Development

3225 W. Foster Ave.
Chicago, IL 60625
(773) 244-5555

Organizational Relationship

The Desk Manager reports to the Resident Director, who reports to the Director of Residence Life and Housing, who reports to the Dean of Student Development. The Desk Manager supervises the Desk Attendants.

Qualifications

- Customer service experience (courtesy or customer satisfaction-related).
- Ability to perform tasks with accuracy and attention to detail.
- Dependable and prompt, follows and upholds North Park policies.
- Ability to act calmly in crisis situations.
- Residence Hall or Campus Center Desk experience preferred.
- Must be available to devote 15-20 hours per week to position.
- Must be a North Park University student.

Responsibilities

Supervision of a Residence Hall Desk

- Assist in hiring and training desk staff
- Schedule desk hours for desk staff
- Maintain desk manual, forms, supplies, equipment behind the desk.
- Attend scheduled meetings with Resident Director regarding desk operations.
- Report all problems, concerns, and suggestions to Resident Director.
- Work 15-20 hours per week at the assigned residence hall desk and performing administrative duties.
- Inform Resident Director of any incidents involving desk staff in a timely fashion.
- Open and close hall desks for university breaks (this means staying late and arriving early).

Payroll

- Review all desk time cards for accuracy.
- Review all desk substitution records.
- Compute hours and wages for desk staff.
- Submit time cards to Resident Director for signature.
- Submit time cards to Payroll office weekly by Monday at noon.

Miscellaneous

- Work duty shifts as directed by the Resident Director.
- Work, or find a desk attendant to work, any open desk shifts (including emergencies and “no shows”).
- Other duties as assigned by the Resident Director.