

Desk Receptionist Job Description

Thank you for taking the time and interest in becoming a Desk Receptionist at UNCW!

Note: All communication will happen through your UNCW email. Please check it regularly. Good luck with the process! If you have any questions, please call Kristen Tucker, Assistant Director of Residence Life at extension 22457 or tuckera@uncw.edu.

DR Position Description

A Desk Receptionist (DR) is a student staff member who works at one of the front desks. The DR is responsible for answering the front desk telephone; help with loaner keys; answer resident questions and issuing supplies and equipment. By maintaining an awareness of residents and others entering and leaving the building, the DR is also responsible for providing security in the hall. The DR will ask residents to show a UNCW ID and may inspect bags/backpacks if there is probable reasoning. This is done for resident's safety and the safety of others living in the hall.

Application Process Timeline

- Applications are usually taken at the beginning of each semester on a needs-basis. Please continue to see when the application is accessible to know when the process is open.

DR Compensation

- Hourly pay up to a maximum of 40 hours week.
- After one year of service pay raises may be granted

DR Selection Criteria

- Consideration for Selection

Recognizing that the primary role of a helping person in an academic community is an educational one, the following considerations are critical in the selection of a Desk Receptionist:

- **Attitude** that conveys a positive regard towards the department of Housing and Residence Life and the university and works cooperatively towards a successful program.
- **Ability** in communication, leadership, teamwork, creativity and academic achievement.
- **Administrative skills** for the completion of paperwork and related details associated with residence hall management.

Growth as a Staff Member

Desk Receptionists are provided with special training throughout the year to make them more effective in this position. The DR's participation in training in August and January and other trainings/staff meetings during the year is a firm requirement and is crucial to the smooth functioning of the desks.

The Office of Housing & Residence Life

Non-Discrimination Statement

The University of North Carolina at Wilmington is committed to and will provide equal educational and employment opportunity for all persons regardless of race, sex, age, color, gender, national origin, ethnicity, creed, religion, disability, sexual orientation, political affiliation, marital status, veteran status or relationship to other university constituents – except where sex, age or ability represent bona fide educational or occupational qualifications or where

marital status is a statutorily established eligibility criterion for state-funded employee benefit programs. Questions regarding program access may be directed to the Compliance Officer, UNCW Chancellor's Office, 910.962.3000, Fax 910.962.3483.

UNCW residence halls allow all students the opportunity to become actively involved in campus life. The Office of Housing and Residence Life provides a variety of programs and activities in and around the residence halls to enhance students' total educational experience. All of the residence halls are accessible in that they have elevators and adapted restrooms. Further, entrances to all buildings are either ramp-accessible or located on the ground floor. The first floor of each residence hall has all the services that are available on higher-level floors to allow students with disabilities equal access to services. The Suites and University Apartments have some first-floor units that have been designed to accommodate students with disabilities. For further information, contact the Office of Housing and Residence Life at (910) 962-3241.