

**Office of Residence Life  
Division of Student Affairs  
The University of Toledo**

**POSITION DESCRIPTION**

**Position Title:** Desk Receptionist/Security Staff Member  
**Supervised By:** Graduate Assistant Hall Director

Desk Receptionists and Security Staff Members are part-time members of The University of Toledo Office of Residence Life staff directly responsible to the Graduate Assistant Hall Director of his/her assigned building. Both are responsible for operating the functions of the information desk in the residence hall and are considered an integral part of The University's effort to provide a safe, secure, and comfortable environment for residents living in the residence facilities on campus. It is expected that they will abide by all University and residence hall policies. In all activities, they recognize that service to students is a top priority.

**Job Responsibilities**

- a. Serve students and guests, in a courteous manner, who approach the information desk with requests or needs.
- b. Answer telephone and record messages as directed. Forward messages to proper person in a prompt manner.
- c. Sort and distribute mail to student mailboxes or proper location. Complete mail forwarding procedures as necessary.
- d. Check out recreational equipment, vacuums, blue bins, etc., as requested.
- e. Issue lockout and other keys and maintain accurate documentation of all keys
- f. Maintain accurate information in desk log books and files. Update as assigned.
- g. Record maintenance concerns in the maintenance log.
- h. Respond to student and facility crises and follow established emergency protocol.
- i. Consistently document residents and guests who violate established policies.
- j. Issue forms as directed. Complete administrative tasks and duties as assigned.
- k. Act as an information resource for hall and campus events and functions.
- l. Operate a two-way radio for the purpose of communicating with other Residence Life staff or Campus Police.
- m. Complete walkthroughs of the building during certain assigned shifts and address concerns as needed.
- n. Other duties as assigned.

**Term and Conditions of Appointment**

**I. Time Commitment**

- a. The Desk Receptionist and Security Staff positions are an academic year appointment starting one week prior to the opening of the residence halls in the fall semester through the closing of the residence halls in the spring semester. The appointments may be renewed for a subsequent academic year upon successful completion of position responsibilities as determined by the Office of Residence Life.
- b. Staff members will work between 10 hours and 20 hours on the average week. No student will work more than 20 hours per week except during specified break periods.

- c. Staff members are expected to work their scheduled shift. When this is not possible, it is the responsibility of the staff member to seek a substitute to fill the position.
- d. Staff members will be required to attend all scheduled training sessions in addition to all other scheduled meetings as determined by the supervisor and/or the Office of Residence Life.

**II. Academic Standards**

- a. All desk and security candidates must have at least a 2.00 cumulative GPA to apply and gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired, staff members must maintain a 2.00 semester GPA. Semester GPAs will be verified each semester.
- c. If during employment the semester GPA falls between a 1.70 and a 2.0, the D/S member will be placed on Academic Notice. If a 2.0 semester is not achieved the following semester, s/he faces loss of position.
- d. The Office of Residence Life will permit only one (1) semester of Academic Notice during the course of employment.
- e. Any semester GPA that falls below a 1.50 may result in immediate loss of position.

**III. Disciplinary Standards**

- a. All judicial records, past and present, will be reviewed and some disciplinary violations may remove candidates from the application process.
- b. All desk and security candidates must be and remain in good judicial standing with the university.

**IV. Remuneration**

- a. Hourly wage beginning at \$7.00.

**V. Termination**

The Office of Residence Life may terminate employment under the following circumstances:

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.
- b. Funding for the position becomes unavailable.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which includes violations of the Residence Life Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.