

approved

STUDENT LABOR POSITION DESCRIPTION

Campus Life

Most Recently Updated 10/22/2003

Position Title: Front Desk Supervisor
Must work 15 hrs/wk.

1 Grade Level: 4-5

2a Description: The following are the essential duties for a Front Desk Supervisor in the Campus Life Department:

- A. Create, adjust, and monitor work schedules (approx. 118 hrs/week total) and rotation schedules, per instructions from the Services Coordinator.
- B. Oversee work substitutions, absences (including writing unexcused absences), desk area organization and cleanliness.
- C. Participate in Front Desk Clerk selection, training, monitoring of labor hours, and evaluation.
- D. Analyze systems in place and suggest improvements in scheduling, oversight, training, etc.
- E. Communicate regularly with Services coordinator concerning supervision of site and scheduling.
- F. Serve as member of Campus Life Student Supervisor team.
- G. Perform other job-related duties as assigned.

2b Description: the following are *possible additional* duties for this position:

- A. Assist with scheduling of breaks as needed.
- B. Assist, in conjunction with front desk team, with maintaining the appearance of the front foyer of the Alumni Building.
- C. See that the workplace and environs are clean.

3 Learning Opportunities:

- A. If Grade 4, develop the attributes appropriate to Grade 4 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.
- B. If Grade 5, develop the attributes appropriate to Grade 5 positions: an understanding of departmental management; taking responsibility for the effectiveness of others; an awareness of departmental and institutional relationships; teaching and instruction techniques; communication and interpersonal skills; and evaluation of workers and procedures.
- C. Labor meetings/training.
- D. Cross-training with other department teams.
- E. Participate in leadership workshops.
- F. Voluntarily participating in activities sponsored by this department.

4 Basic Qualifications

- A. General: One year of experience at the front desk, with superior performance.
- B. Skill: Organizational.
- C. Physical: none.
- D. Academic: Strong standing.

5 Desirable Qualifications:

- A. Willingness to learn.
- B. Flexibility in dealing with various people in work areas.
- C. Ability to receive constructive feedback.

6 Narrative Summary: Student created, adjusted, and monitored work schedules (approx. 118 hrs/week total); oversaw work substitutions, absences (including writing unexcused absences), desk area organization and cleanliness; participated in Front Desk Clerk selection, training, monitoring of labor hours, and evaluation; analyzed systems in place and suggested improvements in scheduling, oversight, training; communicated regularly with Services coordinator concerning supervision of site and scheduling; serve as member of Campus Life Student Supervisor team. Student may also have assisted, in conjunction with front desk team, in maintaining the appearance of the front foyer of the Alumni Building.