



NIGHT RECEPTIONIST COORDINATOR

JOB DESCRIPTION

2009-2010

I. Basic Function

The Night Receptionist Coordinator is a part-time student employment position within the Department of Residence Life. Night Receptionist Coordinators are responsible for assisting with the implementation of the campus-wide Night Receptionist Program in two or more Residence Halls. Night Receptionist Coordinators are responsible for providing leadership and assisting residents and Residence Life/Housing staff members.

Due to the nature of the duties of this position, NRC's will serve in a duty rotation. Hours worked are typically in the late evening/early morning, including some weekends. During the first three weekends of the academic year, travel away from campus is limited due to high demand for leadership from the Night Receptionist Coordinators.

II. Responsibilities

In general, the Night Receptionist Coordinator is responsible for supporting the goals of the Night Receptionist Program in Residence Halls housing 400-1200 undergraduate students. Night Receptionist Coordinators participate in hall safety and security efforts and insure that a qualified staff of Night Receptionists provides coverage for two or more residence halls. The Night Receptionist Coordinator will select, train, supervise, and evaluate a staff of Night Receptionists, including Night Receptionist Supervisors, for assigned residence halls, and may assist the Resident/Complex Director with student conduct as it relates to the NR Program. Hours of work will average 20 hours per week when school is in session. Additional hours are required prior to and at the beginning of each semester.

Collaboration with Live-in Residence Life Staff

- Communicate with building-level student groups regarding safety and security issues, concerns, and share updates.
- Participate in program planning and implementation with the RD/CD to educate residents on safety and security initiatives.
- Maintain formal/informal contact with Resident/Complex Directors and Assistant Hall Directors regarding safety and security in assigned Residence Halls.

Supervision & Training

- Supervise Night Receptionist Supervisors in their responsibilities through regular meetings, individual contact, performance evaluations, etc.
- Implement Night Receptionist training sessions prior to the beginning of the academic year and throughout the year.
- Develop & maintain formal and informal contact with Night Receptionist staff to assist with job and personal concerns.

Administrative Functions

- Provide campus-wide duty coverage for all undergraduate Residence Halls.
- Respond to emergencies as needed.
- Maintain liaisons with resources and other units, including University Housing, Facilities, MSU Police and the Office of Cultural and Academic Transitions.

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III. Characteristic Duties

A. Selection

- Participate in Night Receptionist and Night Receptionist Supervisor selection processes that include centralized recruitment, application and interview processes.
- Insure that each hall is staffed with trained, qualified Night Receptionists to manage the coverage responsibilities.

B. Training

- Implement and oversee Fall and Spring training and on-going training for the Night Receptionist Supervisors and Night Receptionists.
- Insure that Night Receptionists understand the role and function of the Department of Residence Life.
- Insure that Night Receptionists know the duties, policies, and procedures necessary to effectively perform the Night Receptionist job.

C. Supervision and Evaluation

- Monitor the work performance of the Night Receptionist staff, including the Night Receptionist Supervisors.
- Provide regular and timely feedback to staff about their job performance.
- Engage in the employee discipline process as needed.
- Conduct a semester evaluation of all Night Receptionist Supervisors and Night Receptionists to determine eligibility for continued employment.

D. Administrative Tasks

- Develop a schedule for Night Receptionist coverage during the academic year including hall opening. This requires the Night Receptionist Coordinator position to begin approximately two weeks prior to the beginning of the academic year. Sufficient planning is required to insure that halls will be appropriately ready for Semester opening.
- Process student employment, payroll, staff evaluations, raise procedures, and employee terminations in accordance with Student Employment policies and procedures.
- Coordinate pay procedures with the payroll clerk in each unit.
- Complete periodic reports as requested.
- Other duties as assigned.

E. Departmental Responsibilities

- Assist in the recruitment and selection of Night Receptionist Program staff.
- Participate in departmental activities as appropriate including training, committees, task groups, etc.
- Attend divisional activities as appropriate including training, meetings, etc.
- Participate in pre-school staff training prior to the beginning of the each academic year.

F. Security Duties

- Regularly monitor established security procedures.
- Communicate with appropriate Residence Life and/or University Housing Staff regarding hall security issues.

IV. Supervision Received

The Night Receptionist Coordinator reports to and is supervised by Natisha Adams, Night Receptionist Program Coordinator. The Night Receptionist Program Coordinator will provide overall direction for the Night Receptionist Program. Regular contact is expected with the Resident/Complex Director and Central Staff Coordinator. Written reports may be expected concerning specific situations. Decisions beyond the scope of the operation of the Night Receptionist program will require consultation with the Departmental Coordinator.

V. Supervision Exercised

The Night Receptionist Coordinator supervises the Night Receptionists and Night Receptionist Student Supervisors.

VI. Physical Effort

Mildly disagreeable working conditions involving working in an environment with limited privacy and some noise. Work hours are generally in the late evening. The job requires moderate physical effort when responding to emergencies.

VII. Conditions of Employment

- Preference will be given to candidates with previous supervisory experience and or experience facilitating the work of others. Strong time management and organizational skills are required. Experience as security personnel, candidates with previous night receptionist experience, or candidates pursuing a career in criminal justice are preferred.
- This position is a student employment position; preference will be given to students with Night Receptionist experience. Undergraduate student candidates must have completed a minimum of 56 credit hours and be in good academic standing at Michigan State University.
- Candidates will be permitted to hold other time commitments during the daytime hours, as long as they are available for Tuesday staff meetings, during the late evening hours; occasional afternoon and early evening meetings may also be necessary.
- Employees must be enrolled in a degree-granting program and in good academic standing.

VIII. Remuneration

All Night Receptionist Coordinator positions are nine-month, live-in positions. Remuneration includes a furnished apartment, a meal plan while school is in session, and a cash stipend of \$2000 per academic year.