

# ***Residence Hall Operations Staff***

*Housing and Dining  
Northern Illinois University*

## ***Summary***

The Residence Hall Operations (RHOp) staff provides reception desk and enhanced night security services for a residence hall community 24 hours a day at all times when the residence halls are open. The RHOp staff is directly supervised by a team of Student Supervisors under the direction of the Graduate Assistant for Residence Hall Operations and the Area Coordinator. This is a high profile position, which requires employees to be responsive public relations ambassadors and customer service representatives to the hall student population, the staff, the campus community, and the general public. Specific job responsibilities will vary in keeping with services provided during each specific shift the employee works.

## ***Duties and Responsibilities***

1. Arrive promptly for scheduled shifts and complete all assigned responsibilities.
2. Be knowledgeable about university/department policies, current concerns, and staff coverage. Check all staff duty schedules, operations logs, and any messages from the previous operations staff.
3. Assist residents, staff, and members of the general public by providing information, requested services, and making appropriate referrals.
4. Answer hall public contact phone. Respond to all calls promptly in a courteous, friendly and professional manner. Takes messages for hall administrative staff and/or contacts staff on-duty by telephone, pager or walkie-talkie.
5. Monitor and respond to public area activity. This may include hourly checks of public hallways and doors, approaching residents and or visitors to verify identification and/or registration, confronting disruptive behavior, and/or calling other staff on-duty to respond.
6. Complete written administrative tasks including Guest Registration, check in logs, mail logs, repair logs, reports for violations of university policies, activity logs, key replacement forms, repair requests, and payroll records/timecards.
7. Register guests escorted by hall residents. Request and retain guest identification and completes guest registration. Monitor the number of guests registered by one resident and verify that they are not above the guest limit before issuing the Residence Hall Visitor Pass.
8. Process mail delivered to each residence hall, including mailbox delivery, forwarding, and logging special mail/packages.
9. File a written report to the GARHOD within 24 hours for any instances regarding missing keys, money, equipment, and/or information irregularities. This report will be followed by a complete and thorough investigation to determine if the problem occurred due to negligence on the part of a staff member. If it is determined that negligence or other misconduct is the cause, the staff member may be held responsible for replacing the lost/stolen items(s) at full cost (cash, keys, equipment, etc.) in conjunction with other disciplinary action.

10. Request and verify required identification for all residents requesting admittance to their assigned residence hall between 11 p.m. – 7 a.m.
11. Report and/or take action to confront individuals violating residence hall policies. This may include follow up with the University Police and/or the University Judicial Office and other members of the hall staff.
12. Notify a Student Supervisor, CA on-duty, Hall Director, and the University Police, when necessary, of any emergency situation or to request assistance.
13. Maintain confidentiality at all times regarding residence Hall Operations business, communications with residents about their concerns and any situations which may violate a student's privacy. This may include incidents in which you are involved or about which you have been informed including: roster information, names of residents, unlisted phone numbers, staff activities, judicial actions, social security numbers, and police interaction.
14. Attend training sessions, administrative conferences and administrative/scheduling meetings.
15. Abide by, and support, all policies, procedures, and missions of the department, the Division of Student Affairs, and Northern Illinois University. Actions that could be perceived as undermining the department, division, or university are cause for appropriate work related disciplinary sanctions, up to and including immediate termination.

#### ***Position Requirements***

- Must be a student at NIU enrolled for at least 6 credit hours
- Must have and maintain a cumulative 2.0 grade point average
- Must be in good standing with the University Judicial Office
- Must successfully pass an Illinois State security background check

#### ***Contact for Additional Information***

Front desk of the hall you are interested in working at.

Neptune East - Housing  
Northern Illinois University  
DeKalb, IL 60115  
(815) 753-1434 (telephone)  
(815) 753-9669 (fax)

