

Residential Services

HOME Line Representative Position Description

Disclaimer

This position description is designed to provide applicants with a general idea of the HOME Line position and expectations and is subject to change. Hired HOME Line Representative will sign a position agreement which will outline the specific requirements of the position.

Purpose of Position

The HOME Line Representative is a student staff member who assists by providing excellent customer service at the front desk of Residential Services. HOME Line Representative is intended to answer questions and direct calls related to undergraduate and graduate housing.

Primary Duties

- Attend all scheduled trainings and meetings.
- Answer the phone and general questions at the front desk of Residential Services from students, parents and other guests.
- Provide customer service through responding to all telephone inquiries from students, parents and various university departments.
- Maintain confidentiality of student information in accordance with Residential Services and FERPA policies.
- Use the highest level of professionalism when addressing students, guests, or others.

Qualifications

- Be a Northwestern University undergraduate or graduate student.
- Have a minimum cumulative GPA of 2.50 or above.
- Be in good disciplinary standing with the University.
- Students with or without work-study eligibility are welcome to apply.
- You may work up to 20 hours per week while classes are in session. This includes a combination of hours from ALL campus jobs.

Compensation

- Starting wage of \$14.00 per hour. Annual raises may be given based on performance.
- It is the HOME Line responsibility to monitor their work-study package to stay within the given allotment.

Dates of Employment

Final hiring date will be dependent on staffing needs for the operation during any given quarter including summer. HOME Line Representative must be able to work all scheduled shifts, **including** fall opening, quarterly finals week, summer-fall transition, and spring-summer transition.

Application

Please apply directly by going to <http://bit.ly/homelinerep>

Questions

Please email housing@northwestern.edu