



St. Lawrence University

Division of Student Life

Office of Student Activities and Leadership

Student Center Information Desk Assistant

Reports To: Assistant to the Director of Student Activities and Leadership

Function and Scope: To staff the student center information desk with a smile, greeting guests, answering questions, and giving directions as needed. To assist the staff of student activities and leadership in routine clerical assignments and answering telephones.

Skills: Highly motivated, strong interpersonal and communication skills, ability to work independently and with groups, dependable and responsible, detail-oriented and organizational skills are a must!

Job Responsibilities:

- **Information Desk:** greeting visitors, fielding questions, giving directions, answering telephone calls and directing callers to the appropriate offices.
- **Keys:** signing out keys to members of student organizations with offices and student center rooms.
- **Publicity:** designing and preparing publicity (flyers, posters, calendars, etc.) for events that take place in the student center.
- **Mail:** dispersing mail appropriately among the staff of student activities and student organizations.
- **Monitor:** monitor the bulletin boards daily for notices that are outdated or no longer pertinent to the campus community.
- **Courier:** running errands and delivering paperwork to other parts of campus as needed.
- **Email:** student activities and leadership is responsible for monitoring the class listservs so as an information desk assistant, you will be responsible for approving the emails on the class lists that meet the listserv rules & guidelines.
- **Game Equipment:** signing out equipment for the games that are located on the first floor of the student center.
- **Instant Messenger:** updating events on the buddy info for SLU Activities
- **ACE-BO Videos:** change the videos according to the ACE-BO schedule.
- **Clerical Assistance:** copying, typing, data entry, mailings, etc.
- **Other Duties as Assigned.**

Job Expectations:

- **Dress:** As Information Desk Assistants are welcoming guests to the St. Lawrence Community, your dress needs to be appropriate. T-shirts with inappropriate messages, sweatpants and clothing with rips, tears, or holes will not be permitted.
- **Attendance:** Information Desk Assistants must report to work as scheduled and on time. If you are unable to report for your scheduled shift, you are required to make arrangements for a substitute. In the event of circumstances beyond your control, you must contact the desk supervisor. Being late for your shift is not acceptable.
- **Weekends:** Information Desk Assistants will be expected to work two late weekend shifts (9pm-2am) each semester.
- **Closing:** Information Desk Assistants are responsible for locking up the information desk at closing time. Detailed closing procedure is detailed in the Information Desk Assistant Manual.
- **Time Records:** Information Desk Assistants are responsible for recording own hours on the time sheets. Hours may not be recorded in advance. Information Desk Assistants must also be upfront and honest about hours worked in other University departments so the Assistant to the Director can assure that the 20 hours per week student work limit is not violated.