Student Center Information Desk Assistant Job Description

Reports To: Student Activities and Leadership Professional Staff

Function and Scope: The Student Center Information Desk Assistant acts as a representative for the Office of Student Activities & Leadership by staffing the information desk with a smile, greeting guests, answering questions, and providing services as needed. During the regular business hours staff members are expected to assist the Student Activities and Leadership staff in routine clerical assignments and answering telephones. During evening and weekend hours, the desk assistant is the main staff member responsible for the overall management of the Student Center and he/she is expected to coordinate facility operations, assist with events in the Winston Room and throughout the building, and oversee Student Center safety and security by addressing policy infractions and serving as a first response to emergency situations.

Skills: Highly motivated, strong interpersonal and communication skills, ability to work independently and with groups, dependable and responsible, detail-oriented, a sense of personal responsibility, and organizational skills are a must! Moderate experience with A/V and movie set-up is desired; however, these skills will also be acquired through training.

Job Responsibilities:
During regular business hours (10am – 5pm)
- **Information Desk**: greeting visitors, fielding questions, giving directions, answering telephone calls and directing callers to the appropriate offices.
- **SLUWire, Student Listserv and Facebook**: reviewing submitted posts and acting on them for approval/denial according to the guidelines for each. Updating the designated Facebook page with weekly Student Center events.
- **Purchasing Cards**: accurately signing out purchasing cards to student organizations with a current SLUSA budget to purchase supplies for their organization and events.
- **Keys**: signing out keys to members of student organizations with offices and student center rooms.
- **Game Equipment**: signing out equipment for the games that are located on the first floor of the Student Center.
- **Publicity**: assist in providing information through various media sources such as VideoNet, posters, Facebook and other communication methods.
- **Mail**: dispersing mail appropriately among the Student Activities professional staff and student organizations.
- **Courier**: running errands and delivering paperwork to other parts of campus as needed.
- **Clerical Assistance**: copying, typing, data entry, mailings, etc.
- **Other Duties as Assigned**.

During evening and weekend hours (5pm – 2am)
- **Rounds**: perform rounds of the facility to record usage and event attendance.
- **Maintenance**: record any maintenance issues reported by patrons or seen during rounds.
- **Bulletin Boards**: during rounds monitor the bulletin boards and building display locations daily for notices that are outdated or no longer pertinent to the campus community in accordance with the Student Center posting policy and remove any notices displayed improperly.
- **Security**: Address and report any policy violations within the facility. Communicate with Campus Security via radio about safety issues in the facility.
- **Events**: Review building reports for events and set up instructions for the evening, and assist with any equipment setups (including audio, visual, and lighting) as requested.
• **Closing:** Closing and securing the facility at the end of each evening and the Hannon Room after use by approved organizations.
• **Other Duties as Assigned.**

**For Winston Room Events**
• Read contract and technical rider prior to shift (also review building reports for set up needs).
• Contact Assistant to the Director with any questions/concerns.
• Arrange for setup in time for sound check as requested for each event.
• Assist with equipment setup (including audio, visual, and lighting) for events.
• Communicate with event coordinator before, during, and after the event.
• Record attendance number in the building log ten minutes into event and at peak.
• Return all equipment/setup and shut down systems at conclusion of event.
• **Other Duties as Assigned.**

**Job Expectations:**
• **Dress:** Because Information Desk Assistants serve a variety of patrons from the St. Lawrence Community, clothing should look crisp and clean, fit appropriately, and be absent of tears or holes. T-shirts with inappropriate messages, pajama bottoms, and sweatpants are not 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.
• **Closing:** Information Desk Assistants are responsible for securing the building meeting rooms and 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 their own hours on time sheets. Hours may not be recorded in advance. Information Desk Assistants must also be upfront and honest about other jobs on campus and the number of hours worked in other University departments so the Assistant to the Director can assure that the 15 hours per week student work limit is not violated. If you neglect to record your hours within the current pay period, you must work with the Assistant to the Director to receive your pay at the next available pay period.
• **Cooperation:** During evening hours when more than one Information Desk Assistant is simultaneously on shift both individuals are responsible for the maintenance and coordination of the Student Center services (i.e. key and game sign outs, event coordination, space management, guest/student information, etc.) Therefore it is essential that the Assistants cooperate and work together to provide desk coverage and these services. Assistants are also expected to work as a team to cover open shifts and assist one another with scheduling conflicts.
• **Autonomy/Initiative:** As the only staff members on shift during the evening, the Student Activities professional staff expects the Desk Assistants to be autonomous and proactive during shift. This means that the Assistants are able to problem solve, effectively resolve situations during shift, report necessary information in the building log or through email, and provide feedback to the professional staff on how the position can be improved.
• **Staff Meetings:** Information Desk Assistants are required to attend bi-weekly meetings with the entire staff and professional staff. These meetings allow for frequent communication between the entire team to make sure new instructions or experiences while on shift are shared and discussed. In addition, these meetings allow Desk Assistants to receive more frequent training so they can be effective in their positions.