**Position Description:** Information Desk staff

**Reports to:** Building Managers and professional staff members in Buntrock and Student Activities;

The Information Desk staff person serves as a first-impression role for visitors, students, staff and guests. This position supports the mission and goals of the Division of Student Life and the College.

**General Responsibilities:** Responsible for the daily operation of the information desk, transportation information, and a good working knowledge of current and upcoming events.

Issue keys, give out campus directions, and welcome guests to the Commons.

Uphold strong customer service standards for dress, greetings, phone calls, vehicle procedures, and expedient customer response.

Support emergency response processes as needed.

Make announcement over the PA system for closing of the facility.

Participate in student employee staff development meetings/programs.

Open/Close the Buntrock Commons.

Other duties as assigned.

**Special qualifications:** Possess excellent customer service skills as well as an understanding of the operations of Buntrock Commons and college. Attention to detail; desire to learn and know more about student life, the Commons, and daily operations in order to share such information with individuals who seek knowledge. High level of technology skills.

Must obtain a cumulative grade point of a 2.0 or above, each semester employed.

Must wear uniform provided during shift.

**Skill development areas:** Communication, Technology proficiency, planning, leadership, customer service, problem solving

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