**Buntrock Commons Information Desk Staff Position Description**

**Supervised by:** Building Managers and professional staff members in Buntrock Commons and Student Activities Office. The Information Desk Staff 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 operations of the Information Desk, transportation information, and a good working knowledge of current and upcoming campus events.
* Give campus directions, welcome guests to the college.
* Uphold strong customer service standard for dress, greetings, phone calls, vehicles procedure, and expedient customer response.
* Support emergency response processes as needed.
* Participate in student employee staff meetings and programs.
* Lock and unlock rooms, assist in set-ups and tear-downs in Buntrock Commons as required.
* Check-out/Check-in campus fleet vehicles with high level of accuracy.
* Other duties as assigned.

**Special qualifications:**

* Possess excellent customer service skills as well as an understanding of the operation of Buntrock Commons and the College.
* Attention to details, desire to learn about student life, the Commons, and daily operations.
* High level of technological skills, or willingness to learn.
* Be willing to wear uniform provided during shift.
* Obtain a cumulative GPA of 2.0 or above, each semester employed.

**Training dates staff must participate in:**

September 4, 12-5pm Monthly in-services during academic year

As a result of this work, students will work towards these STOGoals:

**Intentional and Holistic Self-Development**

* Persist, adapt, and grow when experiencing a challenge, disappointment, or failure
* Speak and act in ways that respect others and build community

**Effective Communication and Collaboration**

* Listen attentively and emphatically
* Collaborate productively with others, knowing when and how to lead, and when and how to support the leadership of another
* Model and foster respectful dialogue and civil discourse

**Responsible Interpersonal, Civic, and Global Engagement**

* Live and work effectively with many different kinds of people

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