

Skutt and Harper Centers Student Employee Job Descriptions

Title: Desk Support

Supervisor: Assistant Director of Events/Reservations

General Description:

The Desk Support is a part-time, temporary student employee. This person will provide customer service in person and over the phone by serving as the first contact for Information Desks located in the Skutt Student Center, the Harper Center, or the front desk in the Harper Center department office suite. Assist the Skutt / Harper Centers staff and clients (faculty, staff, students, and visitors) with various administrative duties and provide customer service.

Pre-Requisites:

1. Enrollment at Creighton University
2. A cumulative GPA of 2.0 or higher
3. Available to work during schedule desk hours

Duties and Responsibilities:

1. Help visitors by providing directions and answering questions
2. Serve as University Operator in Harper Center
3. Answers phone calls, answer questions, take messages, and distribute the messages to the appropriate people
4. Provide other departments with the appropriate scheduling information by reviewing data in the 25Live reservation system
5. Monitor the check in/ out of desk equipment (pool balls, newspapers, tape, stapler, etc.)
6. Keep the materials on the desk and within the cabinets organized and clean
7. Be aware of current emergency procedures
8. Attend employee meetings
9. Perform clerical duties such as filing, typing, copying and running errands
10. Complete special projects as assigned by full time employees

Expectations:

1. Assist clients in a positive, polite, prompt, and professional manner
2. Adhere to scheduled shift and provide advance notice about scheduling concerns
3. Be knowledgeable of Skutt and Harper Center as well as Creighton policies and procedures
4. Must be aware of events occurring in the Skutt and Harper Centers and on campus
5. Complete tasks quickly and efficiently
6. Work well with other employees
7. Contact your manager when there are questions or problems

Knowledge, Skills, and Abilities:

1. Knowledge of Creighton University and the Skutt and Harper Centers
2. Proper telephone etiquette
3. Organizational skills
4. Filing, typing, sorting, and indexing skills
5. Customer service skills
6. Basic knowledge of computers, copy machines, and fax machines
7. Ability to multi-task and in a busy environment