

## Skutt and Harper Centers Student Employee Job Descriptions

***Title:*** Information Desk Coordinator

***Supervisor:*** Business Manager

***General Summary:***

The coordinator is a part-time, temporary student employee. The coordinator schedules and trains new employees, and he/she makes sure the desk is ran well and has all the materials needed to do so

***Pre-Requisites:***

1. Enrollment at Creighton University
2. A cumulative GPA of 2.5 or higher
3. Past information desk worker or building manager

***Duties and Responsibilities:***

1. Make sure all hours of operation are covered by an attendant
2. Make sure all employees at the desk are well trained and well informed
3. Maintain a manual with up-to-date information and policies
4. Make sure all forms and supplies are well stocked
5. Communicate information to all attendants through e-mail and/or meetings
6. Clean and organize the lost and found biweekly by returning found items to the rightful owners or transporting items to a charitable cause
7. Organize a list of upcoming tickets that will be available and when they will be distributed
8. Delegate regular employees to clip current Creighton and other articles of interest for the CU News Board
9. Contact New York Times about the number of subscriptions and cancel papers on days we do not need to have them delivered
10. Keep an up-to-date list of employees' contact numbers
11. Inform other departments of employee schedules and contact numbers
12. Be aware of current emergency procedures

***Expectations:***

1. Have expert knowledge of the information/welcome desk services and procedures
2. Be responsible and fulfill duties with minimal supervision
3. Keep the desk running well and with good employees
4. Have an attendant at the desk all hours of operation, even on holidays
5. Work well with and communicate well with other employees
6. Motivate and encourage workers to do a good job, and help them understand the importance of their position as a Skutt and Harper Center employee, and understand the role they play in customer service
7. Be enthusiastic
8. Be organized and help the desk employees to be organized

9. Be creative and think of new ideas that can better the Skutt and Harper Centers and its customers
10. Encourage communication among desk workers
11. Evaluate each worker on a regular basis, encourage with positive remarks and help with suggestions
12. Spend approximately 25% of work hours working a regular shift
13. A monthly report to be presented to his/her supervisor

***Knowledge, Skills, and Abilities:***

1. All the skills that an information/welcome desk worker needs
2. Communication skills
3. Supervisor/leader skills
4. Organizational skills