

Skutt and Harper Centers Student Employee Job Descriptions

Title: Information /Welcome Desk Attendant

Supervisor: Information Desk Coordinator and Business Manager

General Summary:

The attendant is a part-time, temporary student employee. The attendant will answer questions, give directions, sell items, answer the phone, and perform any other desk services, as needed.

Pre-Requisites:

1. Enrollment at Creighton University
2. A cumulative GPA of 2.0 or higher

Duties and Responsibilities:

1. Must be aware of events occurring in the Skutt and Harper Centers and on campus
2. Must be able to provide information about the Skutt and Harper Centers and Creighton University
3. Must be able to give directions within the Skutt and Harper Centers and for the rest of campus
4. Monitor the check out and return of newspapers and magazines
5. Answers phone calls, answer questions, take messages, and distribute the messages to the appropriate people
6. Sell postage stamps, bus tickets, locks and lockers, newspaper subscriptions, and various event tickets
7. Make copies. Collect fees
9. Send faxes and distribute incoming faxes and collect fees
10. Pick up newspapers at their distribution points
11. Run on campus errands for the office staff
12. Keep the materials on the desk and within the cabinets organized
13. Complete the appropriate paper work
14. Complete the desk work-log at the end of each shift
15. Be aware of current emergency procedures
16. Attend information desk employee meetings

Expectations:

1. Take care of customers in a helpful and proper manner
2. Be on time for every shift, and try to find a sub when expected to be late or sick
3. Complete tasks quickly and efficiently
4. Be organized and also keep the information desk organized
5. Work well with other employees
6. Contact a supervisor when there are questions or problems
7. Contact a supervisor/building manager before leaving for break or the end of a shift

Knowledge, Skills, and Abilities:

1. Knowledge of Creighton University and the Skutt and Harper Centers
2. Proper telephone etiquette
3. Crisis management skills- an employee needs to be able to handle demanding or upset customers
4. Customer service skills
5. Ability to record and manage sales
6. Money handling skills
7. Basic knowledge of computers, copy machines, and fax machines