Title: Information/Welcome Desk Attendant
Supervisor: Assistant Director of Operations

General Description:
The attendant is a part-time, temporary student employee. He/she 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. Serve as University Operator in Harper
4. Must be able to give directions within the Skutt and Harper Centers and for the rest of campus
5. Monitor the check out and return of newspapers, magazines, and pool balls in Skutt
6. Answers phone calls, answer questions, take messages, and distribute the messages to the appropriate people
7. Sell postage stamps, bus tickets, locks and lockers, newspapers
8. Make copies and collect fees
9. Send faxes, distribute incoming faxes and collect fees
10. Pick up newspapers at their distribution points
11. Keep the materials on the desk and within the cabinets organized and clean
12. Complete appropriate paper work
13. Be aware of current emergency procedures
14. Attend employee meetings

Expectations:
1. Assist customers in a positive, polite, prompt, and professional manner
2. Be on time and responsible for every one of your shifts. If you are expecting to be late or miss a shift for any reason, notify Building Support first then contact your manager and or coordinator and try to find a substitute
3. Complete tasks quickly and efficiently
4. Work well with other employees
5. Contact coordinator/manager when there are questions or problems
6. Contact manager/building support team member 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

Addendum
Title: Desk Worker Coordinator
Supervisor: Assistant Director of Operations

General Description:
The Desk Worker Coordinator will perform all of the duties, responsibilities and expectations of a Desk Worker but with additional responsibilities.

Pre-Requisites:
1. Must have previous Desk Worker experience of at least 1 year or up to the discretion of the manager if less than 1 year
2. A cumulative GPA of 2.5 or higher

Duties and Responsibilities:
1. Develop semester work schedules to include weekday and rotating weekend schedules for academic semesters, holidays, breaks, and summer periods
2. Supervise the substitution policy. If necessary, assist the members in locating a substitute or may work the shift for them
3. Train new Desk Workers and/or assist with continued training of all Desk Workers
4. Hold weekly/quarterly meetings
5. Help manager complete employee evaluations

Expectations:
1. Be positive and encouraging when dealing with others
2. Lead by being an outstanding example