

Student Center Student Employment

Office Assistant – Student Center

Position Description:

This position will provide customer service and complete assigned duties, tasks, and responsibilities to provide primary assistance and support for Conference & Event Services.

Supervision Received:

Reports to the Student Center Conference & Event Associate.

Duties:

1. Receive office visitors, handle telephone calls and provide customer service.
2. Check reservation dashboard, process reservation requests, and update as needed using EMS (Event Management System) software.
3. Pick up PHIL machine deposits two to three times per week and change paper as needed.
4. Process check requests from approved invoices to student organizations.
5. Keep student organization customer profiles up to date.
6. Follow up on no-show customer reservations.
7. Assist with Student Center student employment files, uniform inventory, and emergency and training information.
8. Training includes but is not limited to: proficient and competent in hazard & bodily fluid clean up procedures, mandatory reporting, general fire and emergency protocol.
9. Perform other duties as assigned.

Qualifications & Requirements:

- ◆ Must have a minimum cumulative grade point average of 2.30 and have 6 non-audit credits.
- ◆ Must be available to work 6-15 hours per week primarily Monday-Thursday 10am-2pm.
- ◆ Possess good customer service and problem-solving skills, be able to determine priorities, and be detail-oriented.
- ◆ Generates workload in an efficient/timely manner.
- ◆ Adhere to Student Employee Handbook uniform dress policy and attend mandatory trainings.
- ◆ Computer knowledge working with Excel and Word.
- ◆ Ability to learn specific software systems including Event Management Systems.
- ◆ Flexible hours and willingness to help out with timely deadlines.
- ◆ Basic accounting skills are helpful.
- ◆ Performance reviews are conducted with the supervisor at least once per semester. Self-management is a must and self-evaluations are continuous.

Skills Gained:

Interpersonal Communication	Teamwork	Quality and accuracy of work
Problem Solving	Resourcefulness	Priority Setting
Time Management	Initiative	Meeting Deadlines
Written Communication	Locating Information	Keeping Financial Records

Job Skills Developed in the Position:

- ◆ Interacted and communicated effectively with students, staff, faculty and customers in person on a daily basis by answering their questions and listening to their concerns.
- ◆ Located reservation and financial information when needed to find supporting documentation.

Wage Information:

- ◆ Entry Level: Beginner
- ◆ Starting wage: \$8.50 per hour. Both work-study-eligible and non-work study students are encouraged to apply.