



Front Desk Assistant

Job Description

I. **SCOPE OF RESPONSIBILITIES:**

Front Desk Assistants provide reception services and administrative support for the Office of Student Life (OSL). Serving as the first point of contact for students, staff and visitors, Front Desk Assistants greet patrons, provide information about OSL programs and services, and assist full-time staff with specific projects while maintaining excellent levels of customer service. Front Desk Assistants report directly to the OSL Office Manager, but provide administrative support to all OSL staff.

II. **SPECIFIC RESPONSIBILITIES**

- A. Serve as primary receptionist, greeting, directing and assisting visitors.
- B. Assist with program-planning details and logistics, as directed by the full-time staff. This may include, but is not limited to, maintaining databases, reserving rooms, ordering food, preparing mailings, etc.
- C. Assist with the development and implementation of marketing plans. This may include, but is not limited to creating posters and banners; sending announcements to the Union Table Tent; and posting information, photographs, and videos on social networking sites, such as Facebook, Twitter, and YouTube.
- D. Assist with details on the day of the event. This may include ensuring rooms are set up according to plans, confirming catering, introducing speakers, etc.
- E. Assist with post-event details, including cleaning up, storing materials, and compiling evaluations.
- F. Provide reception services for the Office of Student Life and AIC as needed, including greeting visitors and providing general information. Act as a resource for all customers in Student Life. Work with other PDAs and the University Services Associate II to ensure coverage of the front desk at all times.
- G. Act as peer advisor to student organizations planning activities.
- H. Promote student involvement by participating on panels, staffing informational booths, and co-presenting at events, such as Campus Preview Days.
- I. Assist in the training of new Program Development Assistants.
- J. Participate in staff meetings, meetings with your assigned supervisor, and meetings with other staff members as needed.
- K. Perform other duties as assigned by the full-time staff of Office of Student Life.

III. **QUALIFICATIONS AND SALARY:**

All University of Wisconsin-Green Bay Student Life employees are required to be enrolled for at least 6

undergraduate or 5 graduate credits per semester with a minimum cumulative GPA of 2.0.

Successful applicants will possess excellent organizational skills (including taking instructions well, following through on tasks, and completing work by deadlines) and communication skills (writing, proofreading, public speaking, maintaining on-going contact with supervisor, etc.). They will demonstrate initiative, the ability to work both independently and as part of a team, and creativity. Experience with graphic design and/or event planning is helpful but not necessary. Computer skills are necessary. Front Desk Assistants must enjoy working with people.

The Front Desk Assistant position requires some evening hours.

OSL Front Desk Assistants are ineligible to hold a position on the Segregated University Fee Allocation Committee (SUFAC).

Starting wage is \$7.75/hour. Biannual wage increases are possible, contingent on performance.

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