

- I. Title:** Front Desk Assistant
- II. Description/Scope:** Front Desk Assistants provide reception services and administrative support for the University Union. Serving as the first point of contact for students, staff and visitors, the Assistants greet customers, provide information, and direct customers to the correct staff member or department.
- III. Supervisor:** Assistant Director of Internal Support
- IV. Pay Rate: \$9.25/hour**
**Compensation according to the University Union Wage Rate Guidelines (updated summer 2017)*
- V. Time Commitment:** Front Desk Assistants work roughly 10-15 hours per week, typically not working on the weekends. Assistants must be available to work during summer.
- VI. Responsibilities:**
- a. Serve as primary receptionist, greeting, directing and assisting visitors.
 - b. Maintain, organize, sort and archive files.
 - c. Answer phone calls and direct customers to the proper staff member or department.
 - d. Complete special projects assigned by University Union staff members.
 - e. Communicate with University Union staff members, tracking calendars and schedules to ensure customer are efficiently being assisted by the appropriate staff member.
 - f. Keep inventory of supplies for the University Union logging supplies and reporting to Financial Specialist.
 - g. Work independently and effectively problem solve using a variety of resources, including: academic, social and legal services as well as campus departments and their services.
 - h. Assist with Shorewood thank you correspondences, green fee coupons, mailings, etc.
 - i. Return Pass Point machine to financial services office and drop cash bag in safe when needed.
 - j. Make copies, faxes, and scans for University Union staff members.
 - k. Accept, sign for, and deliver packages delivered to members of the University Union staff.
 - l. Participate in staff meetings, meetings with your assigned supervisor, and meetings with other staff members as needed.
 - m. Sustain a clean working environment to ensure customer satisfaction.
 - n. Fulfill all other duties assigned by University Union staff members.
- VII. Qualifications:**
Front Desk Assistants must have written communication, verbal communication, organizational, leadership and interpersonal skills. The Assistants must display initiative, maturity, customer services, problem solving skills and the ability to work with limited supervision. Computer and software knowledge of Microsoft Office is required. The Assistants must be knowledgeable of University Union and Shorewood Golf Course operations and programs.

****All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester while maintaining a minimum cumulative GPA of 2.5 and have a minimum of 3 semester of schooling left at time of hire.**

Updated: 12/2018

Your University Union

