

Campus Concierge Assistant

Position Description:

This position is responsible for the daily operation of the Campus Concierge in the Parkside Student Center.

Supervision Received:

Daytime supervision by the Parkside Student Center's Operations Coordinator. During evenings and weekends, reports to the Building Manager.

Duties:

1. Provides University related information to the public as well as the campus community.
2. Provides walkup services to guests, students and staff.
3. Answers general reservation and event questions about the dates and times.
4. Keeps the Parkside Student Center Brochure Rack up to date and organized.
5. Cash handling obligations based upon services.
6. Provide Ranger Card services: account balance inquiries, deposits on Ranger Card, answer questions regarding dining dollars and campus cash accounts, and ticket management for events.
7. Training includes but is not limited to: proficient and competent in hazard & bodily fluid clean up procedures, mandatory reporting, general fire and emergency protocol.
8. Performs 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 10-20 hours per week. Flexible hours and willingness to help with timely deadlines.
- ◆ Must have excellent customer service and telephone skills.
- ◆ Generates workload in an efficient and timely manner.
- ◆ Possess good problem-solving skills and be able to determine priorities.
- ◆ Adhere to Student Employee Handbook uniform dress policy and attend mandatory trainings.
- ◆ Positive attitude is a must. Willingness to learn, take responsibility and be proactive.
- ◆ Knowledge of computer and Microsoft office software such as Excel, Word and Access.
- ◆ Cashing handling experience preferred and the ability to grasp technology and use effectively.
- ◆ 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 the public
Managing Money	Self-Motivated	Locate Answers/Information
Organizing/Managing Projects	Detail-Oriented	Communicate Verbally

Job Skills Developed in the Position:

- ◆ Interacted and communicated effectively with students, staff, faculty, customers and the public via telephone and in person on a daily basis by answering their questions, listening to their concerns, and making appropriate referrals to other staff or departments.
- ◆ Managed money daily and responsible to keep accurate count of currency in cash register.
- ◆ Enhanced interpersonal skills by clearly explaining the benefits and uses of RangerCard (university id) to university students, staff and faculty including where it can be used and walking them through the process of how to add money to an account.
- ◆ Developed problem solving skills by working with customers to make room reservations, answering questions regarding existing reservations, and correcting problems to reservations and following up with customer when corrections were made.

Wage Information:

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