

Upchurch University Center Information Desk Staff

Employment time frame: Fall 2018- Spring 2019, 10-20 hours per week

Supervisor: Susan Sullivan, Director of the University Center and Student Activities

Position Description: Information Desk staff serve as an important resource to the Upchurch University Center and Longwood University by providing quality customer service and accurate information about The University Center and Longwood.

Learning Outcomes:

1. He/she will learn the skills needed to provide quality customer service
2. He/she will serve as a resource to the members of the Longwood community
3. He/she will learn critical thinking skills

Roles and responsibilities:

- Serve as the building host, welcoming persons approaching or passing by the information desk
- Answer the phone in a courteous way and connect the caller to the appropriate office
- Ensure customer service is conducted in a courteous and professional manner
- Responsible for issuing keys and equipment as needed
- Provide current and accurate information about what is happening in the Upchurch University Center and Longwood University
- Provide a positive client experience to all patrons of the facility.
- Assist the Building Supervisor as needed in emergency situations
- Complete all necessary reports
- Assist with enforcing Longwood University and University Center and Student Activities policies
- Provide regular feedback to the Director of the University Center and Student Activities regarding observations, and ideas for improvement.
- Attend required staff meetings, staff development and training
- Arrive on time in the appropriate uniform
- Other duties as assigned.

Qualifications

- Maintain a 2.5 GPA
- Be available to work flexible hours
- Excellent communication and customer service skills
- Ability to interact with a wide variety of people

- Ability to communicate clearly with customers (faculty, staff, students and guests)
- Ability to work independently

How to apply:

1. Submit application by going to www.longwood.edu/studentunion
2. Complete a group interview and an individual interview

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