



# STUDENT EMPLOYEE JOB DESCRIPTION

## ADMINISTRATION

### Student Assistant

#### General Job Summary:

The University Center is currently seeking responsible, outgoing, enthusiastic and friendly individuals to meet and greet guests and visitors to University Center & Special Events. The position will also be responsible for answering and routing all incoming phone calls and questions, giving directions, UC Guest Suite reservations, accounting duties and completing general clerical work, and other duties as assigned. Individuals must be able to work evenings, weekends and special events.

#### 1. Duties and Responsibilities:

- Receive incoming calls and properly transfer or take a message; messages are emailed to the appropriate person and messages should include correct information regarding who, what, when and return number
- Provide front desk operations with clerical office duties including answering telephones with proper etiquette, filing, stocking supplies, operating copier and fax machine, maintaining storage cabinets and ensuring break room area stays clean and presentable at all times
- Properly process incoming US mail, packages and parcel deliveries from UPS, FedEx and ensure correct delivery to individuals/departments within UCEN facilities
- Ability to maintain and create spreadsheets
- Assists with accounting duties such as posting expenses and account reconciliation; ability to pay attention to detail and willingness to work with numbers
- Willing to be trained and work in other areas within the University Center & Special Events
- May require light lifting/carrying and running errands
- Able and willing to work occasional evening and weekend events as requested
- Stock Guest Suites with amenities and other materials
- Respond to inquiries regarding University Center Guest Suites and successfully process reservations for Guest Suites in EMS
- Provides excellent customer services to Guest's staying in the University Center Guest Suites, and be able to work arrivals after hours and weekends
- \*Effectively communicate with service providers (custodial, facilities, etc.) regarding arrivals and departures for the Guest Suites to ensure suites are ready for the guest's
- Other duties as assigned



## **2. Work Schedule**

Hours will vary depending on your schedule, but the general business hours are as follows:

Monday-Friday: 8:00 am - 5:00 pm

On-call nights & weekends as needed to accommodate Guest Suite reservations and check-in(s)

## **3. Adhere to all TAMU rules and regulations and abide by the Aggie Code of Honor.**

## **4. Minimum Qualifications:**

Individuals must possess the ability to multi-task in a fast-paced environment, strong verbal skills in English, must be easily understandable in person and over the phone, strong hospitality and customer service skills, strong knowledge of A&M and its traditions, need to know general directions around campus, must be punctual, reliable and professional. Any appointment making or reservation experience a plus! Must be able to work some evenings, weekends, and/or special events.

## **5. Learning Outcomes:**

- The student will be able to communicate effectively in a professional setting.
- The student will be able to demonstrate the ability to organize and prioritize work.
- The student will be able to identify the relevance of the skills they are gaining
- The student will be able to acknowledge and address the importance of facility safety and security.

## **6. Starting Pay: \$8.50/hr**