



# STUDENT EMPLOYEE JOB DESCRIPTION

## EVENT SERVICES

### MSC Information Desk Student Assistant Lead

#### General Job Summary:

University Center & Special Events is currently seeking responsible, enthusiastic, friendly and confident individuals to manage, oversee and monitor all areas of the MSC Information Desk and LL Gaming Areas. Individuals will be responsible for supervising safety, customer service and procedure adherence for desk workers while providing guidance, leadership and evaluation feedback for 20-30 students. Responsible for day, evening, and weekend operation of the Information Desk. Must be able to work some evenings, weekends, and/or special events as needed.

#### 1. Duties and Responsibilities:

- Assist in all aspects of desk operations as issues or concerns arise, includes working his/her regularly assigned shifts as well as covering shifts in order to prevent desk closure. Provide game day assistance as needed. Includes pre-game assistance during peak desk hours.
- Provide mentorship and supervision to students on all information desk policies and procedures. Be knowledgeable and provide training about all policies/procedures in the areas of customer service, material check-out processes, emergency procedures and security. Stand ready to enforce and explain them as needed. Must be aware of all desk related issues/changes/updates.
- Assist in the planning and assignment of scheduled semester shifts through the When to Work online system—will require confirming current employee class schedules and availabilities.
- Assist with the planning of a monthly desk staff meeting that consists of relevant desk operation updates, new training policies, proper desk procedures, and customer service expectations. Inform students of personal and professional development opportunities.
- Maintain cleanliness and organization of the closet and ensure that materials are stocked and equipment works. Ordering/restocking supplies and materials as needed.
- Assist in the training of student workers on operating policies and procedures.
- Reviewing logs for accuracy and entries (Lost and Found Logs, Games Check-out)
- Review, schedule and interview new hire employees for vacant positions.
- Greet guests and visitors to the university MSC Information Desk and/or other locations. Provide accurate information and directions to the general population about the campus and University Center facility spaces along with information regarding Aggie Traditions and general A&M knowledge.



- Answer and direct phone calls and radio as needed. Be able to communicate effectively with customers, staff, and set-up crew so that event details are related accurately and in a timely manner.
- Provide excellent customer service at all times to our patrons in the buildings.
- Must be able to work evenings, weekends and/or special events as needed.
- Must be able to accurately submit Workday hours for hours worked at the end of every time period.
- May require light lifting/carrying and running errands.
- Complete general clerical work and other duties as assigned.

## **2. Work Schedule**

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

Sunday – Thursday: 7:00am – 12:00pm

Friday – Saturday: 7:00am – 1:00am

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

## **4. Minimum Qualifications:**

- Previous experience as a MSC Information Desk Student Worker.
- A thorough knowledge and understanding of all MSC Information Desk processes and procedures; knowledge of the campus and surrounding community.
- Possess good leadership skills and ability to effectively supervise others.
- Possess strong written and communication skills, time management skills, ability to multitask in a fast-paced environment, and show initiative. Must be punctual, detail oriented, reliable and professional.
- Ability to resolve conflict while acting in a professional manner.
- Available to work evenings, weekends or special events as needed.
- Position may require individual to lift items up to 50 pounds.
- Must be able to work a minimum of 12 hours per week. Available to work some evenings, weekends, and/or special events as needed.

## **5. Learning Outcomes**

- Use interpersonal skills to coach and develop others through training.
- Understand and demonstrate sensitivities to individual differences.
- Demonstrate the ability to organize, prioritize, and delegate work.
- Identify the relevance of the skills they are gaining.

## **6. Starting Pay: \$11.00/hr**