

STUDENT EMPLOYEE JOB DESCRIPTION

EVENT SERVICES

MSC Information Desk Student Assistant

General Job Summary:

University Center & Special Events (UCEN) is currently seeking responsible, outgoing, enthusiastic and friendly individuals to meet and greet guests and visitors to campus at the MSC Information Desk. This position will assist in answering and routing all incoming phone calls and questions, giving directions, training of other student workers, troubleshooting guest issues, and overseeing materials check-out for the lower level gaming area. The position may also be responsible for scheduling rooms and events, completing general clerical work or other duties as assigned.

1. Duties and Responsibilities:

- Greet guests and visitors to the university at the MSC Information Desk. Provide accurate information and directions to the general population, along with information regarding Aggie Traditions and general A&M knowledge.
- When working at the MSC Information Desk, provide information regarding meeting spaces in UCEN facilities; be able to answer general questions relating to meeting times, room size, tabling and room layouts.
- Provide excellent customer service at all times to our patrons in the buildings. Assist with materials check-out for all lower level games, piano rooms and TV stations.
- 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.
- Must be able to work evenings and weekends during the summer months.
- Must be able to submit Lasso and Workday hours for hours worked at the end of every time period. Workday must be accurately entered and match the time cards in the area.
- May require light lifting/carrying and running errands.
- Assist in the training process for new information desk student workers.
- 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:

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 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.

Strong hospitality and customer service skills are a must! Must be able to work some evenings, weekends, and/or special events.

5. Learning Outcomes

- Participate effectively in teams to accomplish a shared purpose/goal.
- Students manage their time between work, class, student organizations, etc. Acknowledge and address the consequences of one's own actions.
- Learn how to provide exceptional customer service in a timely fashion.

6. Starting Pay: \$9.50/hr