

approved

STUDENT LABOR POSITION DESCRIPTION

Campus Life

Most Recently Updated 10/22/2003

Position Title: Front Desk Clerk
Must work 10 hrs/wk.

1 Grade Level: 2-3

2a Description: The following are the essential duties for a Front Desk Clerk in the Campus Life Department:

- A. Serves as a first contact for Alumni Building guests and ensures that Alumni Building and College policies are followed.
- B. Collects and disseminates campus information to those who call the front desk or visit the Alumni Building.
- C. Completes regular building rounds to check security, lock/unlock doors, have contact with building users, and to ensure compliance with policies.
- D. Accepts responsibility for program safety and building security and completes incident report forms as needed.
- E. Assists in daily departmental needs as time permits.
- F. Performs other job-related duties as assigned.

2b Description: the following are *possible additional* duties for this position:

- A. Assist, in conjunction with front desk team, with maintaining the appearance of the front foyer of the Alumni Building and the V-12 Lounge.
- B. See that the workplace and environs are clean.

3 Learning Opportunities:

- A. If Grade 2, develop the attributes appropriate to Grade 2 positions: learn to take personal responsibility; apply knowledge to a situation; self-identify skills, talents, interests and limitations; learn and develop confidence in skills or program knowledge; and appreciate work as a process as well as a product.
- B. If Grade 3, develop the attributes appropriate to Grade 3 positions: an understanding of the importance of initiative; awareness of job-related needs; ability to identify problems; analytical ability; problem-solving ability; and an understanding of the role of standards and leaders.
- C. Labor meetings/training.
- D. Cross-training with other department teams.
- E. Interaction with the diverse groups of people who patron the Alumni Building.
- F. Voluntarily participating in activities sponsored by this department.

4 Basic Qualifications

- A. General: Communication.
- B. Skill: Organizational.
- C. Physical: none.
- D. Academic: Strong standing.

5 Desirable Qualifications:

- A. Ability to be assertive with peers.
- B. Sensitivity to total student population.
- C. Ability to follow detailed building procedures, including being able to remain calm in an emergency.
- D. Ability to adapt to a highly structured work schedule which may include early morning, late evening or weekend demands.

6 Narrative Summary: Student served as a first contact for Alumni Building guests; ensured that Alumni Building and College policies were followed; collected and disseminated information to those who call the front desk or visit; completed regular building rounds to check security, lock/unlock doors, have contact with building users, and to ensure compliance with policies; and completed incident report forms as needed. Student may also have assisted with maintaining the appearance of the front foyer of the Alumni Building and Lounge.