

JOB DESCRIPTION - UNION DESK ATTENDANT

JOB SUMMARY: The Harre Union Desk Attendants cover both the Welcome Desk and the Games and Recreation Center, depending on staffing needs and scheduling conflicts. The Welcome Desk is the welcome center for the campus community and the most called location on campus for people searching for information about the University. The Games and Recreation Center is a recreation area used by members of the campus community to escape the stress of classes, homework, meetings and the Residence Halls. The area provides a variety of diversions including billiards, table tennis, foosball, and outdoor recreation activities.

The Desk Attendant's primary responsibility is providing quality customer service to all users of the Harre Union. As Desk Attendants employees, you are also expected to perform duties such as check-in and check-out of equipment, provide accurate information in a timely manner, and to facilitate the use of the wide variety of services that are available. The Attendant is responsible for providing accurate information to customers, properly handling cash and the cash register, and properly managing the inventory of all Desk items.

To apply for this position, [click here](#).

SUPERVISION: This position reports directly to the Union Desk Manager and Associate Director of the Union.

HOURS: 7-12 hours per week plus alternating weekend rotation shifts and a 30-60 minute weekly meeting

QUALIFICATIONS:

- Minimum of 2 completed semesters at VU before start date
- Dependability - follow through
- Attention to detail and ability to accept direction
- Punctuality
- Positive image and tidy appearance
- Ability to work independently with little supervision, as well as part of a team with other Union staff
- Effective communication skills
- Willingness to work and learn
- Flexibility
- Maintain a minimum semester and cumulative G.P.A. of 2.0.
- Ability to work weekdays, evenings and weekends

RESPONSIBILITIES - Welcome Desk:

- Provide accurate information to questions both from telephone requests and visitors to the Harre Union, about the University and the Union and all of their programs and services.
- Accurately manage the cash operation of the Union which involves use of a cash register program and ensure proper inventory management.
- Handle both incoming and outgoing faxes.
- Monitor the loan-out and return of minor office supplies (scissors, stapler, tape, etc.)

- Maintain the building's Lost and Found service.
- Work with the Union Desk Manager, the Building Managers (BM) and the Associate Director regarding the operation of the Desk and the Union facility and its policies.
- Provide visual security of the Union lounges and their furnishings.
- Attend all scheduled meetings and training sessions.
- Assist with special projects requested by the Desk Manager, the BMs, the Director's Office staff or the Associate Director.

RESPONSIBILITIES - Games and Recreation Center:

- Check-out, monitor and check-in billiard, table tennis and foosball equipment. Record time of rental and collect fees when necessary.
- Prepare, check-out, inspect and check-in outdoor recreation equipment and store properly.
- Assist customers in equipment choice, prepare reservation forms and collect fees where applicable.
- Inspect the equipment prior to check-out and upon return to ensure that all equipment is working properly.
- Keep the Games and Recreation Center clean. Attendants are responsible for scheduled cleaning of all tables, floors, and equipment.
- Work with the Desk Manager, the Building Managers (BM) and the Associate Director regarding the operation of the Games Area and the Union facility and its policies.
- Make suggestions on purchase, repair and disposal of equipment and the implementation of programs, including tournaments and/or leagues.
- Attend all scheduled meetings and training sessions.
- Assist with special projects requested by the Desk Manager, the Building Managers (BM), the Director's Office staff or the Associate Director.

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