

# VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

## STUDENT ORGANIZATION SUITE DESK ATTENDANT

- Job Summary:** Student Organization Suite Desk Attendants (SODAs) will provide support to all student organizations and the Assistant Director of Student Activities. They oversee the daily operations of the Student Organization Suite, including the office spaces, conference rooms and computer lab. SODA members are responsible for answering questions about student organizations, working on projects to help grow and develop student organizations and for providing support to the Assistant Director on special projects as assigned. SODA members must be able to work independently and communicate well with students and professional staff members. Student employees are expected to attend bi-weekly meetings.
- Learning Outcomes:** As a result of serving as a Student Organization Suite Desk Attendant participants will be able to:
- Describe the Role of the College Union in relation to the Harre Union Mission statement and the importance of the Union to campus functions.
  - Execute quality customer service skills when working with a variety of customers and collaborating with student organizations both in person and over the phone.
  - Recognize the importance of student organization management and communication.
  - Manage day-to-day aspects of the suite and trouble shoot issues as they may arise.
  - Understand space allocation process for student organizations on campus.
  - Describe student organizations on campus, what their role are and how to become involved in any given organization.
  - Serve as a resource for student organization members regarding University services, events and policies.
  - Understand the needs of customers requesting various room set-ups, audio visual equipment and technology and how those needs related to the reservations process.
- Core Competencies:** This position is related to the following ACUI Core Competencies:  
Communication, Facilities Management, Marketing, Planning, Student Learning, Technology
- Supervision:** Primary supervisor is the Assistant Director of Student Activities, with all student employees reporting to the Assistant Director of the Harre Union.
- Hours:** Each student employee will be assigned hours and shifts that work around their academic commitment. Most SODA workers receive between 6-10 hours weekly. Late night hours are possible.
- Qualifications:**
1. The staff member must hold and maintain a minimum of a 2.25 cumulative GPA.
  2. The staff member must have completed at least one semester as a full-time student at Valparaiso University. Two semesters is preferred.
  3. Must be in good standing with the University.
  4. Ability to work independently with little supervision as well as a member of team
  5. Average computer skills including but not limited to: internet, Google Docs, Microsoft software
  6. Dependability
  7. Displays quality attention to detail and ability to prioritize and multi-task.
  8. Ability to retain knowledge of student organization

9. Effective communication skills
10. Willingness to work and learn
11. Flexibility/Adaptability
12. Positive attitude and sense of humor

**Responsibilities:**

**Customer Service:**

1. Collaborate with coworkers to develop ways to better serve customers.
2. Keep work space clean and organized.
3. Answer phone calls appropriately.
4. Assist customers in a timely and courteous fashion.
5. Review and add to Union log daily to stay up-to-date on important information.
6. Distribute mail and communicate important information with student organization leaders.
7. Assist customers with the room reservations process.

**Suite Management:**

8. Monitor the computer lab to ensure computers are used properly and that the printer stays in working order.
9. Communicate with IT department about issues with computers and printers.
10. Observe all student organization offices to ensure they are keeping office hours and using their space appropriately.
11. Oversee use of conference rooms 231 and 238, keeping doors locked when not in use and unlocking the door for those with reservations.
12. Monitor the work room to ensure that it is being used appropriately and that the door remains open so that all students can access its resources.
13. Maintain a clean and organized suite. Keeping tables and chairs orderly and making sure conference rooms, work room and student organization office space stay orderly and inviting to all guests.
14. Create bulletin boards that share activities that student organizations are sponsoring and market the services we provide in the suite.
15. Provide assistance to customers needing access to storage spaces.

**Student Organization Assistance:**

16. Maintain up-to-date brochures about student organizations.
17. Assist with distribution and maintenance of Student Activities Guide and Student Organization Adviser Handbook.
18. Become knowledgeable about Student Senate processes.
19. Assist in the application and allocation of storage and office space within the Suite.
20. Serve as a knowledgeable resource to student organization members as they plan events.