

# VALPARAISO UNIVERSITY, HARRE UNION JOB DESCRIPTION

## UNION ADMIN STUDENT EMPLOYEE

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**Job Summary:** The Union Admin Student Employee will offer assistance and support to the Union Admin Staff. This position requires the ability to learn and utilize reservation software and other office equipment. The employee will be responsible for answering general questions pertaining to the Union and the University via phone, email, and in-person requests, as well as keeping up with a fast paced environment needed for taking and making reservations for the campus. Employees in this position must possess excellent communication and critical thinking skills.

As an assistant within Adworks, employees will work with various machines providing printing/copy services to the University community. The position is highly autonomous and requires a great deal of self-supervision and motivation. Both aspects of this position are centered in a strong customer service-orientated environment and work autonomously within a team of Union professionals and other student staff members.

### Learning

#### Outcomes:

As a result of serving as a Union Admin Student Employee, students will be able to:

- Describe the Role of the College Union in relation to the Harre Union Mission statement and the importance of student employees in relation to building management and customer relations.
- Execute quality customer service skills when working with a variety of customers and collaborating with a number of on and off-campus offices.
- Understand thoroughly the day-to-day operations of the 202,000 square foot Union, including physical facility's needs, as well as staff resources and roles.
- Communicate the importance of basic autonomy and problem-solving theories related to their individual work style.
- 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, Management, Intercultural Proficiency, Planning, Technology, Leadership

#### Supervision:

Primary supervisors are the Event Manager, with all student employees reporting to the Assistant Director of the Harre Union.

#### Hours:

Approximately 6-10 hours per week, Monday – Friday, Business Hours.

#### Qualifications:

1. The staff member must hold and maintain a minimum of a 2.5 cumulative GPA.
2. The staff member must have completed at least one semester as a full-time student at Valparaiso University. Two semesters are preferred.
3. Must be in good standing with the University.
4. General computer skills are needed to quickly learn new programs and equipment. Including, but not limited to, scheduling software as well as office equipment including the printer/copier and fax machine.
5. Above average telephone skills are required. Excellent interpersonal skills and above average customer service skills will be essential, due to the variety of populations served.
6. Ability to work independently with little supervision as well as a member of team.
7. Flexibility and problem solving ability.
8. Time management skills and punctuality.
9. Attention to detail.
10. Effective communication skills, in both written and verbal forms.
11. Positive attitude and sense of humor.

## **Responsibilities:**

### **Union Administration Reservations**

- Provide quality customer service to faculty, staff, students and visitors of the University including community partners, camps and conference guests, and general public.
- Manage reservation requests via email, telephone, and walk-up requests appropriately from a variety of customers.
- Accurately input information into the reservations system, R25.
- Oversee marketing aspects of the reservations process including table tents and display cases.
- Communicate important building policies and procedures to customers at the time of booking a reservation.
- Work with Building Operations and student staff to communicate most up-to-date information regarding new and changing reservations.
- Actively communicate with coworkers to better serve customers.
- Keep work space clean and organized.
- Answer Union Administration phone when Administrative Assistant is not available and direct calls/take messages accordingly.
- Distribute mail and communicate important information amongst Union Admin Staff.

### **Other**

- Attend all scheduled meetings and training sessions.
- Support Union Administration Professional Staff by completing/assisting with various projects as assigned.