

# Information Desk Attendant

## **Job Description:**

The Information Desk Attendant is oftentimes the first point of contact during someone's first visit to campus and the Student Center. They are there to provide information about campus and events, as well as directing people to the appropriate destinations. The Information Desk Attendant will also be required to work Event Technician shifts, so that they become experts in Student Center Operations. *Starting pay is state minimum wage.*

## **Requirements:**

- Must maintain a 2.5 GPA or higher.
- Must have a year of experience on Eastern Michigan University's campus.
- Be able to work both Info and ET shifts as needed.
- Have work availability set as open for a minimum of 15 hours per week.
- Must be currently enrolled at Eastern Michigan University.

## **Responsibilities:**

- Provide quality and proactive customer service.
- Answer questions about anything related to Eastern Michigan University.
- Answer phone calls.
- Greet guests and customers as they walk by the desk.
- Relay customer requests back to the Building Manager and event set up team.
- Be punctual and present for all scheduled shifts.

## **Qualifications:**

- Maintain a cooperative spirit with supervisors, coworkers, and guests.
- Have expert knowledge of Eastern Michigan University's campus.
- Maintain a positive and customer-oriented attitude.
- Be comfortable and confident answering phones and questions.
- Demonstrate excellent interpersonal skills.
- Be a responsible and dependable employee.