Position Summary
The Student Union Information Desk Manager is a front-line customer service position requiring a positive and helpful attitude when working with the public. The manager is responsible for facilitating daily functions of the Information Desk by answering phones, supporting the student organizations, monitoring the lobby, posting flyers, providing accurate information on campus and community resources.

Primary Tasks
- Meet and greet customers.
- Promptly answer incoming phone calls on multi-line system by the third ring
- Take messages.
- Provide accurate information regarding on campus and community events, and resources.
- Provide information on campus locations, staff, operating hours and services.
- Maintain the lost and found area
- Organize and update bulletin boards, information racks.
- Handle both incoming and outgoing faxes.
- 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.
- General working knowledge of all software programs and printing capabilities available.
- General knowledge of campus-wide email - Outlook, PowerPoint, Excel, Word, and Access.
- Ability to use Student Union public address/announcement system and two-way radios.
- 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 Building Managers, or the Director.
- Other duties as assigned

Supervision Received
All student assistants ultimately report to the Director of Student Activities and works collaboratively with all members of the DSA Team. The direct supervisor is the evening and weekend Building Managers as well as the weekday Office Attendant.

Required Knowledge and Skills:
- Must have knowledge of the proficiency using fax machine, copier, telephones, Microsoft Office
- Maintain a neat and clean work area.
- Assist DSA staff with additional requests as they arise.
- Must have good communication skills and ability to project professional image.

Hours
Student Activities Information Desk Manager will work a scheduled to the needs of the Department of Student Activities building hours and the availability of the student. A minimum of 10 hours per week are required between 8:00 am – 10:00 pm Monday – Friday and 12:30 pm – 10:00 pm on the weekends.