

RUSSELL HOUSE
UNIVERSITY UNION
UNIVERSITY OF SOUTH CAROLINA
STUDENT LIFE

Information Center Attendant, Russell House University Union

The Information Center staff proves accurate information to visitors and callers to the Russell House University Union. The Information Center staff provides information concerning events, activities, and services throughout the University community. In addition, the staff operates the following services: lost and found, printing, faxing, and ticket sales. Compensation for the Information Center Attendant is \$ 8.00 hr. Evening and weekend work is required and applicant must be a full-time student in good academic standing. Work study if preferred but not required.

Duties and Responsibilities

- 1.** Disseminate **up-to-date** and **accurate** information concerning campus events, activities, and services. Exhibit general knowledge of USC and Student Life.
- 2.** Perform duties related to providing the following Information Center services: customer service, answering phone calls, lost and found, faxing, copying, and ticket sales.
- 3.** Issue and secure equipment and keys in accordance with the check out guidelines.
- 4.** Approve or disapprove material to be placed on the bulletin boards. Use the Russell House University Union stamp to mark all approved material. When in doubt, contact the Supervisor on duty before accepting material to be posted.
- 5.** Keep Information Center area clean and neat.
- 6.** Notify the supervisor when forms or supplies are at a low level.
- 7.** Maintain information handouts by straightening current materials and removing outdated information.
- 8.** Relay instructions and information to the Building Attendants and full-time staff members as needed.
- 9.** Be aware of procedural changes and/or new happenings.
- 10.** Pass on any last minute instructions to the next shift assistant or supervisor
- 11.** Treat all patrons courteously and with respect.
- 12.** Attend required training sessions and staff meetings.
- 13.** Answer telephones and greet visitors promptly and with a friendly, professional manner. Answer questions, transfer calls, or take messages as required.
- 14.** Display initiative in problem solving and in performance of special projects.
- 15.** Always be willing to learn.
- 16.** Exhibit sensitivity to situations with visitors that may require further assistance from staff.
- 17.** Arrive to work promptly and carry yourself professionally during work hours.
- 18.** Copy and collate materials as needed.
- 19.** Perform typing and filing duties as requested.
- 20.** Assist with special projects as needed.
- 21.** Perform other duties as assigned.

Qualifications Required

1. Reliability and strong customer services skills
2. Must excel at trying new things and taking initiative
3. Creativity and inventiveness
4. Ability to operate calmly and efficiently in a fast-paced office

Supervision Received

Information Desk Attendant Manager, Building Manager, Coordinator for Operations, Associate Director for Operations

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