

# UC Information Services **Desk Attendant**

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**Department:** James R. Connor University Center

**Reports To:** University Center Information Services/Warhawk Alley Coordinator

**Hours per week:** Approximately 6-15 – Mon-Sat, includes some weekends

**Starting Wage:** \$10.00 per hour

**High Impact Practice** – By incorporating classroom learning into hands-on work experiences as well as providing supervision and coaching, students gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

## Position Summary

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The UC Information Services Desk Attendant has the vital role of being the “Face of the University.” This position is often one of the first face-to-face contact points for students, potential students, parents, visitors, and special guests of UW-Whitewater. The UC Information Services Desk Attendant must have excellent communication, integrity and customer service skills. It is essential for the UC Information Services Desk Attendant to always maintain a friendly attitude, collaborate with other campus and UC departments, and demonstrate self-directed motivation to fulfill goals. A majority of the Desk Attendant shifts will be worked with the guidance of the UC Information Services supervisor present.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

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### ***Intellectual and Practical Skills***

- Answers student, faculty, staff and guest questions
- Handles cash register operations
- Completes nightly cash reports and cash drawer balancing
- Answers calls and text messages professionally and in a timely manner
- Provides accurate and rapid responses by effectively using UC Information Services resources, including but not limited to employee guides, Google Drive procedures and online resources
- Performs office operations including faxing, copying, laminating, etc.
- Demonstrates good time management by arriving to work, programs, and meetings on time

### ***Personal and Social Responsibility***

- Replies to emails in a professional and timely manner
- Collaborates with campus departments to find answers, troubleshoot, and respond to customer requests and needs
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service
  - *Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

### ***Integrative and Applied Learning***

- Assists with sales of office items such as envelopes, stamps, and other mail and shipping items
- Assists guests with calculating shipping costs and understanding mail options
- Uses Microsoft Office and Google Drive for office projects and task assignments
- Provides services such as lost and found, phone charger checkouts, UC key checkouts, and handling mail for UC departments, etc.
- Assists the Whitewater Chamber of Commerce with marketing and promotions of events as needed via the *Getting you Connected Board* and other media and tactics

- Assists with reporting campus vending refund requests and repairs
- Assists with UC vehicle check outs and fueling
- Works with coordinator to evaluate, update, and implement current office procedures

### ***Knowledge of Human Cultures and the Physical and Natural World***

- Provides assistance to managers or department supervisors
- Provides excellent customer service to every customer that comes to the desk
- Attends monthly UC Information Services staff meetings
- Attends UC professional development ConnectED events each semester
- Works with a diverse campus and community population in responding to questions or assisting with needs
- Works collaboratively with UC departments

### **Required Skills and Abilities**

- Must have both critical listening and thinking skills to find solutions

### **Minimum Qualifications**

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must maintain an overall GPA of 2.0

*Both Work Study and Regular Pay candidates will be considered.*

*UW-Whitewater is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified UW-Whitewater students to apply.*

### **Contact Information**

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