

VIKING UNION INFORMATION DESK ATTENDENT

Viking Union Mission:

The Viking Union welcomes and engages students, faculty, staff, and guests in building a diverse community. We continually strive to enhance the Western Experience through supporting student leadership, campus involvement and creative expression, and by providing services and events in our venues.

The Viking Union... Bringing Together the Campus Community at Western Washington University

Position Overview:

The Viking Union subsists to provide the campus community with a place to meet and share common interests, participate in activities, and socialize within a student-centered environment. The Information Desk provides services to students, faculty, and guests in a timely, polite, and informative manner that represents the environment and goals of the Viking Union. The Information Desk Attendant's primary responsibilities include:

- Opening tasks such as obtaining change funds, and setting-up the cash register.
- Closing tasks such as counting the till and running end of day reports.
- Answering phone calls, to provide information and assist the public.
- Selling candy, newspapers, and miscellaneous goods.
- Maintaining knowledge of campus events using resources such as the AS Review, Western Front, other campus publications, and the internet.
- Checking out laptop computers and providing basic technical assistance.
- Stocking and taking inventory of goods, as assigned.
- Organizing, updating and maintaining the Lost and Found database and inventory.
- Applying problem-solving skills to identify and contact individual owners or appropriate departments of found items and make arrangements for pick-up.
- Providing exceptional customer service to students, faculty, staff, and campus guests who visit or call the desk.
- Other duties as assigned.

Qualifications:

Information Desk Attendants are expected to provide excellent customer service by utilizing quality communication skills and the ability to resourcefully assess and respond to customer needs. Successful candidates must also be self-motivated and possess exceptional multitasking and organizational skills. Candidates must have 3 months of cash handling experience and be able to occasionally lift and move boxes for organizing Lost and Found inventory. Students must demonstrate a solid academic commitment by maintaining at least a 2.0 cumulative GPA and a minimum of 6 credit hours per quarter.

REPORTS TO: Information Desk Supervisor and Asst. Director VU Facilities

WORK TIME: 10-15 hours per week

SALARY LEVEL: \$9.32 per hour