

# VIKING UNION

## Information Desk Supervisor

### **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 provides high quality, student operated services to the campus community that help support the successful functioning of the University. The Viking Union's commitment to experiential education allows student employees to develop self-confidence and practical leadership skills in a professional environment. The position of Information Desk Supervisor is a combination of these principles because it is responsible for the management of the Viking Union Information Desk and its seven staff members. The primary responsibilities of this position are to:

- Reflect a courteous, helpful attitude towards the users of the Viking Union
- Maintain and track the inventory of items for resale and supplies
- Enter and maintain data in the Point of Sale software
- Manage the Viking Union's portion of the University's laptop checkout program and liaison with other University partners
- Create initiatives that promote the Information Desk
- Hire, supervise, and schedule Information Desk attendants
- Develop and conduct trainings for staff
- Maintain an environment that reflects the values of the Viking Union
- Carry out other duties as assigned

### **Qualifications:**

As the Information Desk Supervisor, the student must exercise effective leadership skills in supporting the mission, policies, and values of the Viking Union. Employees who are successful in this position demonstrate effective interpersonal communication, organizational techniques, and the ability to problem solve within a diverse environment. Students must also demonstrate a solid academic commitment by maintaining at least a 2.0 cumulative GPA and a minimum of 10 credit hours per quarter.

**REPORTS TO:** VU Operations Manager

**WORK TIME:** 15 hours per week

**SALARY LEVEL:** \$9.05 per hour