

Student Worker 1 – Sample Job Description**Job Title:** Welcome Desk Attendant**Job Category:** Customer Service**Hourly Rate:** Student Worker 1 (\$15.50/hour)**Job Description:**

Welcome Desk Attendants will provide a friendly and helpful presence at the Welcome Desk. This forward-facing customer service position requires your attention and empathy.

Attendant responsibilities include but are not limited to:

- Answering questions from patrons including faculty, staff, students, community members and visitors
- Taking and transferring phone calls to the appropriate department if needed
- Signing out games to the campus community
- keeping the Welcome Desk clean, organized, and free of clutter

Job Requirements:

- Friendly, Helpful Demeanor
- Customer Service Focused
- Proactive
- Detail Oriented
- Works Well in a Team Environment
- Previous Customer Service Experience Preferred
- Ability to lift 20lbs.

Learning Outcomes:

Accountability, Adaptability, Assertiveness, Collaboration, Emotional Intelligence, Empathy, Problem Solving, Professionalism.