ARTica Ceramics Attendant

POSITION DESCRIPTION

An active team member who participates in the area’s development and daily operation, including completion of daily tasks, assisting with promotion/advertising, equipment usage instruction, and ensuring the safety of the patrons. The attendant creates a friendly, informative, customer-oriented atmosphere through interacting professionally with customers and assisting them with their art projects.

HUMAN RESOURCES DETAILS

- **Shifts:** 8-12 hours/week • Mornings, evenings, and weekends available
- **Starting Wage:** $8.25/hour
- **Reports To:** ARTica Student Supervisor, Graduate Assistant, Nancy, Debra

ESSENTIAL FUNCTIONS

- Maintain an organized, clean, and presentable work counter area.
- Sweeps and cleans the ceramics studio
- Set for Mini Courses and assist instructors if needed
- Sells supplies for special projects and events
- Set up ceramics and the classroom for Mini Courses
- Check and keeps track of all retail inventory
- Manage accurate cash control, including billing patrons and processing memberships.
- Encourages participation in all artistic promotions and projects
- Attend area meetings and Norris University Center orientation and training programs.
- Performs other duties as assigned

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Active interest in arts and crafts
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Presentation – positive image and reflection of self and the Norris Center
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs

RESPONSIBILITY

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Job Knowledge – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed

TEAMWORK

- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Group Participation – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  - Values Difference – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist

LEADERSHIP

- **Risk Taking** – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
  - Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  - Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  - Clarification of Values - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model
  - Empowerment – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions

AUTONOMY

- **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks

Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity

MANAGEMENT

Self-Confidence – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

Personal Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively

Personnel Management – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.

Reporting – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS