MINI COURSES ATTENDANT

POSITION DETAILS

DESCRIPTION
Responsible for various tasks integral to the daily operation of Mini Courses. The Mini Courses attendant provides customer service, instructor support, and assists with registration and promotion.

HUMAN RESOURCES DETAILS
Shifts: 8-12 hours/week • Mornings, evenings, and some weekends available
Starting Wage: $8.25/hour
Reports To: Mini Course Student Supervisor, Graduate Assistant, Program Coordinator, Assistant Director of Norris Programs

ESSENTIAL FUNCTIONS
The Mini Courses attendant reports to two student co-supervisors and the Program Assistant. The attendant will develop a wide knowledge of Mini Courses’ offerings in order to best serve potential students. Duties include:
(1) Taking attendance, distributing and processing class evaluations, and overseeing the smooth running of nighttime classes
(2) Maintaining strong relationships with instructors by communicating clearly with them and relaying their needs to Program Assistant
(3) Assisting in the maintenance of registration lists and class correspondence
(4) Responding to customer inquiries and providing customer service
(5) Distributing posters and flyers on campus and in downtown Evanston
(6) Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS
Customer service skills; interest in organized leisure and recreation and/or promotion; basic computer and social media skills. Responsible, reliable, and a team player. Evening availability is a must.
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

CUSTOMER SERVICE
Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  o Friendly when approached by students and instructors
Presentation – positive image and reflection of self and the Norris Center
  o Wears name tag
  o Keeps desk free of clutter and food
  o Minimizes personal phone calls and visits from friends
  o Greets instructors when distributing information
Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  o Promptly returns phone calls and emails
  o Provides positive responses to all complaints.

RESPONSIBILITY
Attendance – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  o Calls if anticipates being late
  o Contacts supervisor if missing a shift
Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  Provides Correct information on reports
  Leaves information/documents in the appropriate places
  Completely follows all specific instructions given by the Program Assistant
  Keeps specific documents in a secured space- locks all drawers
  Proofs information for print or web
Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  o Leaves correspondence/ note or email if there is a problem
Job Knowledge – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  o Attends meetings
  o Reads all updated information
  o Participates in the program by enrolling in a Mini Course once an academic year
  o Knows emergency procedures

TEAMWORK
Communication – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  o Leaves a note or email if there is a problem
Group Participation – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  o Provides suggestions in meetings
Values Difference – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  o Respects students and instructors

LEADERSHIP
Risk Taking – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
  o Uses established procedures as a basis for handling issues not encountered previously
Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
Prioritizes tasks according to the workflow being experienced by the area

**Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
- Works with fellow attendants to complete the everyday tasks necessary to record transactions and sales appropriately and ensure that all customers (present and by correspondence/voicemail) are served

**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
- Demonstrates good work ethic as a matter of course and as such serves as an example of model behavior

**Empowerment** – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
- Is able to acknowledge the success of others and is supportive of others’ personal accomplishments

**AUTONOMY**

**Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
- Effectively checks ID’s of all students entering alcohol related courses

**Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
- Performs work without being told
  - Performs all job related tasks first before using discretionary time for studying

**Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
- Makes sure all classes are set up correctly

**Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
- Provides immediate solutions to Mini Course instructors unplanned request

**ADDITIONAL EXPECTATIONS**

**Leisure/recreation programming**

**Office protocol**