MINI COURSES ATTENDANT

POSITION DESCRIPTION

The Mini Courses attendant reports to two student co-supervisors and the Program Assistant. The attendant will develop a wide knowledge of Mini Courses' classes in order to best serve potential students. Assists in the daily operation of Mini Courses by providing customer service, instructor support, and assisting with registration, promotion and social media maintenance. Mini Courses provides fun, non-credit leisure classes to the NU and Evanston communities. The ideal candidate is responsible, reliable, and a team player.

HUMAN RESOURCES DETAILS

| Shifts: 8-12 hours/week • Mornings, evenings, and weekends available |
| Starting Wage: $12.00/hour |
| Reports To: Mini Courses Student Supervisor, Assistant Director of Programs and Recreation |

ESSENTIAL FUNCTIONS

1. Assists with advertising including hanging posters/fliers, designing banners, etc.
2. Periodically visits classes to take pictures, assist with registrations, etc.
3. Assists with making the brochure for each term.
4. Assists in maintaining relationship and communication with the instructors.
5. Attends area meetings and Norris University Center Orientation and training programs.
6. Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Interest in organized leisure and recreation

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
  - Friendly when approached by students and instructors
- **Presentation** – positive image and reflection of self and the Norris Center
  - Wears name tag
  - keeps desk free of clutter and food
  - Minimizes personal phone calls and visits from friends
  - 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
  - Promptly returns phone calls and emails
  - provides positive responses to all complaints

RESPONSIBILITY

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Calls if anticipates being late
  - 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 N/A to this position
  Risk Taking – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
    o
  Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
    o
  Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
    o
  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
    o
  Empowerment – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
    o

AUTONOMY
  Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
    o 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
    o Performs work without being told
    o 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
    o 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
    o Provides immediate solutions to Mini Course instructors unplanned request

MANAGEMENT N/A to this position
  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

- Leisure/recreation programming
- Office protocol