

Center Desk Attendant

POSITION DESCRIPTION

The Norris Center Desk Attendant position is intended to act as the concierge service of the Norris University Center. In addition to being the initial point of contact in the building, the Center Desk also serves as a relay of information to other departments both in and out of the building. Attendants are expected to have a can-do attitude and positive disposition when interacting with guests and clients of Norris. Additionally, the position also serves as a box office attendant in pre-scheduled ticketed events being facilitated by the Norris Box Office.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$15/hour

Reports To: Center Desk Student Supervisor, Operations Manager

ESSENTIAL FUNCTIONS

The Center Desk Attendants report directly to the Center Desk Student Supervisors and the Operations Manager. Duties include providing exceptional and professional customer service for Norris Center guests and clients. Acting as the initial point of contact for the building, this position serves as a focal point of information about any and all topics including information regarding events both within and out of Norris and general questions about Northwestern and the campus community. It is essential that the person in this role has a proactive approach to customer service and is willing to find answers for clients and guests. The position also serves as the intake and distributor for lost and found items and building keys. Furthermore, the position facilitates the selling of tickets for a range of campus events. The candidate in this position must ensure accuracy in the sales and funds for the Center Desk. Other duties as assigned.

It is expected that the person in this position maintains a regular weekly schedule that could include mornings, evenings, and weekends. Additionally, there are paid bi-weekly meetings for attendants to go over upcoming events, training, and share any issues occurring at the Center Desk. There are also mid and end of year evaluations completed by the student supervisors as well as additional trainings/meetings as designated.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Proactive approach to customer service
- Fine attention to detail, professionalism, dependability, and a positive disposition
- Ability to work under the direction of student supervisors and full-time staff
- **Work-Study eligibility strongly preferred but not required**