Desk Assistant, Campus Life Center/Russell House University Union

The Desk Assistants are responsible for greeting and assisting visitors to the Campus Life Center. Desk Assistants provide great customer service while answering phones, making copies, and assisting with events around campus. There are several resources available: manuals, weekly event emails, USC websites, and maps. Desk Assistants also assist full-time staff with Student Organizations, Student Government, Carolina Productions, Carolina After Dark, Community Service Programs, Leadership Programs, and Women’s Student Services activities. At the Campus Life Center, our goal is to be resourceful and provide excellent customer service with courtesy and a smile. Compensation for Desk Assistant is $7.45hr.

Duties and Responsibilities
1. Disseminate up-to-date and accurate information concerning campus events, activities, and services. Exhibit general knowledge of USC and Student Life.
2. Perform duties related to the Campus Life Center area: customer service, answering phone calls, making copies, and assisting full-time staff members
3. Keep Campus Life Center area clean and neat.
4. Notify the supervisor when forms or supplies are at a low level.
5. Maintain information handouts by straightening current materials and removing outdated information.
6. Relay instructions and information to the full-time staff members as needed.
7. Be aware of procedural changes and/or new happenings.
8. Pass on any last minute instructions to the next shift assistant or supervisor
9. Treat all patrons courteously and with respect.
10. Attend required training sessions and staff meetings.
11. Answer telephones and greet visitors promptly and with a friendly, professional manner. Answer questions, transfer calls, or take messages as required.
13. Always be willing to learn.
14. Exhibit sensitivity to situations with visitors that may require further assistance from staff.
15. Arrive to work promptly and carry yourself professionally during work hours.
16. Copy and collate materials as needed.
17. Perform typing and filing duties as requested.
18. Assist with special projects as needed.
19. Perform other duties as assigned.

Qualifications Required
1. Reliability and strong customer services skills
2. Must excel at trying new things and taking initiative
3. Creativity and inventiveness
4. Ability to operate calmly and efficiently in a fast-paced office

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