

Front Desk Attendant Job Description

The Rosenberg Center for Student Involvement (CSI) fosters life-long learning and personal development of students by enriching co-curricular education and creating purposeful connections built and promoted through their experiences in student programming and professional experiences.

Program Area: Center for Student Involvement

Supervisor: Associate Director of Operations and Technology

Starting Hourly Pay Rate: \$9.00

Entry Level Position

On a daily basis, these students will interact with faculty, staff, students, and other University patrons. Applicants are expected to be personable, timely, organized, and have the ability to learn and explain University policies. Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area. Entry level positions require little or no related experience; all necessary training is provided.

Consideration for employment is based on the review of a resume, interview and may vary based upon position and program area.

Front Desk Attendant Responsibilities

Daily Tasks

- Provide front desk coverage for the CSI office.
- Provide office visitors with friendly and professional customer service at all times.
- Conduct all opening and closing procedures.
- Complete and submit all necessary shift paperwork in the required time frame.
- Promote all functions and events sponsored by the University.
- Provide event assistance, including, but not limited to: program registration, answering questions, guiding participants to the appropriate location, and selling tickets.
- Other duties as assigned by the Associate Director of Operations and Technology.
- Be professionally dressed in your provided uniform or business-casual attire.
- Provide quality customer service at all times.
 - Maintain a professional, positive, supportive, and welcoming attitude in all communication, including e-mails, telephone inquiries, and face-to-face interactions.
- Keep all supervised areas and immediate work areas clean and orderly. Maintain appearance and overall environment of all facilities by completing daily tasks.
- Be an active representative of the University of Baltimore at all times. Provide feedback and suggestions with appropriate justification when necessary.
- Communicate and collaborate with other University staff, faculty, and students.

- Provide program and event assistance by answering questions and guiding participants to the appropriate location.
- Fulfill other duties as assigned by the Associate Director of Operations and Technology.

Administrative Responsibilities

- Answer the telephone and respond to departmental email in a friendly, courteous, and prompt manner using proper English.
- Receive and disseminate fliers and other information associated with campus-related events.
- Provide clerical support for office staff and other student employees by creating documents, maintaining and saving files on the R drive, and assisting with data entry.
- Maintain complete and accurate front desk logs, including daily interaction forms.
- Complete training of the procedures and processes of the CSI office.
- Monitor OrgSync requests and maintain assigned workflows within OrgSync.

Qualifications

Required

- Current University of Baltimore student.
 - Enrolled at least part-time (6 credits).
 - In good academic and disciplinary standing.
- Attend monthly CSI office meetings, student employee training sessions, and one-on-one meetings with the Associate Director of Operations and Technology and/or other staff members.

Preferred

- Basic knowledge of office procedures, including filing, computer and telephone use.
- Maintain a minimum 3.0 GPA.

Benefits

- Professional Development
 - Enhance leadership, networking, public speaking, and customer service skills.
 - Build your resume.
 - Increase your network by creating connections with University staff, faculty, and students.
- Increase your knowledge about the University of Baltimore, including policies, procedures, activities, and surrounding neighborhoods.