**UCCS UNIVERSITY CENTER & EVENT SERVICES**

**DEPARTMENTAL JOB DESCRIPTION AGREEMENT**

INFORMATION DESK LEAD

JOB SUMMARY

This is a part-time job involving approximately 15-20 hours per week. The Information Desk Lead reports directly to the University Associate Director of University Center & Event Production, but at times will be supervised by the Graduate Assistant for Event Services Operations. This position is responsible for the general operation of the University Center and ENT Center for the Arts Information Desks, and should assume a helpful, friendly, and responsible attitude at all times. Must be trustworthy and able to work with confidential information, including cash handling responsibilities.  Other duties include creating and overseeing info desk student schedules, training new info desk and existing UC students on the desk, managing and updating procedural manuals, and working on projects as assigned by supervisor. Preference is given to those with prior retail, customer service, and administrative experience. Work study not required but desirable.

MINIMUM QUALIFICATIONS

1. Must be enrolled in at least six (6) credit hours at UCCS for the current semester or previous semester for summer employment.
2. At least one (1) semester of experience working as a University Center student employee.
3. Customer Service Experience
4. Register/Cash Handling experience
5. Demonstrates the ability to multitask well.
6. Has experience working on projects independently or with a team

RESPONSIBILITIES

1. Responsible for the smooth functioning of the Information Desk while on duty, enforcing info desk processes.

2. Responsible for answering University Center and ENT Center telephones and taking messages when appropriate.

3. Responsible for the accurate dissemination of information to students, staff, faculty, alumni, and the general public.

4. Responsible for the accurate handling of money during sales transactions.

5. Responsible for the general cleanliness and organization of the Information Desk and surrounding area.

SPECIFIC DUTIES

1. Answer telephones promptly and professionally, aiding clients effectively.
2. Answer questions and give directions to individuals needing assistance in a timely and effective manner.
3. Sell items and account for both items and cash receipts. Responsible for replenishing inventory items.
4. Provides a resource of collected information to include class registration information, bus schedules, locations of campus offices and services, and other general campus/community information.
5. Provides services to the campus community to include making change, selling various items, One Card/ID services, and providing refund money for campus vending machines.
6. Provides clerical support to University Center staff when necessary.
7. Overall monitoring of Semester/Day rental lockers for the UC to include collecting fees, issuing keys, and collection of past due accounts.
8. Inventory lost/found on a daily basis and ensure all items have been logged in Repo cataloging system.
9. Ensure that cash register has adequate supply of proper change for daily transactions.
10. Create and manage Information Desk student employee work schedule.
11. Attend regular staff meetings and trainings.
12. Coordinate Information Desk student daily duties; including decoration, cleaning duties, and organization of software communication formats.
13. Support and coaching for Information Desk students.
14. Other duties as assigned.

COMPENSATION PLAN:

4103 Intermediate/Advanced- Salary Range: $12.82-$18.00 per hour/ Student will be hired at $13.00 per hour.

* This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act
* The University of Colorado Colorado Springs is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.
* UCCS is an equal opportunity and affirmative action employer. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, the University of Colorado does not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age, veteran status, sexual orientation, gender identity or expression, genetic information, political affiliation or political philosophy in its programs or activities, including employment, admissions, and educational programs.