**Job Title:** University Center Desk Assistant  

**Level:** Entry  

**Pay Rate:** $7.50/hr.

**Job Reports To:** University Service Program Associate, Desk Leads and University Center Building Managers

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**Job Summary/ Position Purpose**

The University Center Desk Assistant is an undergraduate student employee working at the Involvement Center Desk and the Information Desk in the University Center. This position is responsible for receptionist duties, cash handling, assisting students, professional staff, and the public, as well as various tasks at both desks with a strong emphasis on customer service. This position requires evening and weekend hours in addition to daytime desk coverage.

**Minimum Position Requirements**

- Must be enrolled as a full-time student during the period of employment.
- Maintain a minimum cumulative grade point average of 2.25 before and during employment.
- Must be able to attend all training and be available to cover On-The-Job-Training shifts through the start of the academic year.

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**Work Environment**

This position works out of the University Center. Students holding this position will work behind either the Information desk located in Heritage Hall or the IC desk located in the Involvement Center. It is a social atmosphere, which requires you to interact with people of many different backgrounds.

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**Essential Tasks, Duties and Responsibilities**

**General Duties**

- Greet and direct users and visitors of the University Center.
- Implement and make suggestions for improvement of University Center operational policies and procedures to ensure increased efficiency of the University Center and satisfaction of users.
- Assist Building Managers in carrying out emergency procedures in the University Center as needed.
- Provide information and answer inquiries regarding all programs and resources for the Campus and the University Center.
- Receive phone calls and take messages for the professional staff.
- Function independently in all phases of the University Center operation in the absence of professional staff.
- Assist with administrative tasks as directed by the Student Affairs Staff, Building Managers, and Lead Desk Worker.
- Attend bi-weekly desk staff meetings. Dates to be determined.
- Serve as a resource for users of services available in the University Center.
- Other projects as directed by Lead Desk Workers, Building Managers and Student Affairs Staff.
- Work as a team member with other University Center Desk Assistants with a focus on excellent customer service.
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Hours of Work

A Desk Assistant employee will be required to maintain at least 10-12 hours per week during the academic year. Weekly shift hours are on a rotating basis throughout the day from building open (7am) to building close (12am). Additional opportunities may be offered for employment during J-term, Spring Break and summer months on a limited basis.

Probation and Compensation

A probationary period may be assigned by supervisor if minimum requirements are not met. Requirements are shown above in the qualifications section. This position is paid hourly and work-study is not required to be eligible.

Performance Reviews

Performance reviews are conducted with the University Service Program Associate & Desk Leads at least once per semester.

Promotion

This position offers the opportunity for internal promotion from entry to the lead or manager level. Promotion possibilities may be available after a performance review and will take effect at a mutually agreed upon date. Some factors that will be considered for promotion:

- Very good to excellent performance review.
- High proficiency in performing entry job duties and responsibilities.
- Reliable work attendance.
- Excellent customer service skills.
- Demonstrated adherence to good, accurate documentation as necessary.
- Interest and willingness in taking on additional duties and responsibilities.
- Demonstrated leadership abilities.

Equal Opportunity Employer

Student Affairs - University Center Desk Assistant

Student Affairs – University Center Desk Assistant is an Equal Opportunity Employer and seeks to reflect the diversity of the University community. University Center Desk Assistant welcomes students of every academic discipline. To qualify for University Center Desk Assistant employment, you must be a currently registered student in good academic standing at UW-River Falls. Financial Assistance is not a requirement for University Center Desk Assistant employment.