



CARROLL UNIVERSITY

Job Description

Position: Campus Center Information Desk **Student Worker**

Reports to: Campus Center Operations Fellow
Associate Director of the Campus Center

Position Summary:

Student workers at the Campus Center Information Desk serve as an information source to the Carroll University campus and greater Waukesha community members. They report to the Associate Director of the Campus Center and are supervised by the Campus Center Operations Fellow. They may also take direction from other professional staff members within the department of Auxiliary Services.

Roles and Responsibilities:

- Answer calls to the Information Desk and University Switchboard using proper telephone etiquette
 - Provide callers with timely/correct information or seek assistance
- Perform cashier functions:
 - Opening and closing the register
 - Process transactions through the register
 - Process the addition of funds to Dining Dollars and Carroll Ca\$h accounts
- Support/maintain other services offered at the Information Desk including but not limited to:
 - The lost and found area
 - The distribution of packages to students (record, notify, release)
 - Issue overnight parking permits
- Serve as a representative of the PiONEer Card Office:
 - Record information, issue, and accept payment for new and replacement PiONEer Cards
 - Encode PiONEer Cards for residents in living in Pioneer Hall, Frontier Hall, or Prairie Hall
- Support the Carroll University Box Office:
 - Process payment of Box Office tickets
 - Manage Will Call tickets when left at the Information Desk
- Understand emergency procedures and assist Public Safety and other departments in the proper implementation of emergency protocol in the event of an emergency
- Utilize computer skills (OneNote, ID Works, Dean Evans EMS, Excel, Word, etc.)
- Utilize Carroll e-mail accounts as a way to communicate with colleagues and professional staff members
- Attend required student employee staff development meetings/programs
- Perform other duties and special projects as assigned.

Qualifications:

- Strong inter-personal, communication and customer service skills as well as possess a high degree of attention to detail
- Ability to problem solve, work as a team player, and manage multiple priorities
- Reliability, accuracy, and flexibility related to work schedule
- Desire to learn and adapt to an ever changing environment
- Ability to stand or sit for extended periods of time and assist in lifting/moving equipment and supplies

Contact Information:

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