

Information Desk Attendant Position Description

Title: Information Desk Attendant

Supervisor: Program Manager II, Information and Operations

Pay Rate: \$8.25 - \$8.50/hour

Hours of Work: 20 Hours per week. Additional hours may be available during University break times and summer months.

General Responsibilities:

The Student Centers Information Desk Assistant will provide front line customer service and support to the diverse patronage of the Student Centers. Responsibilities will range from assisting with Student Centers and University of Houston campus way-finding, overseeing Student Centers Lost and Found, and study room reservations. Additional event support will also be required as needed. Position reports to the Student Centers Manager for Information and Operations.

Specific Duties:

- Provide quality customer service to diverse Student Centers patrons
- Provide way-finding services for Student Centers facilities and UH campus
- Oversee Student Centers Lost and Found center
- Oversee Student Centers study room reservations
- Provide additional support for special events and programs as needed within the Student Centers
- Other duties as assigned

Qualifications:

- Currently is enrolled in good standing at the University of Houston main campus
- Professional etiquette and communication skills
- Customer Service experience is preferred
- Responsible, efficient, flexible
- Available to work 12-20 hours weekly with a set schedule, including nights and weekends
- Able to work and interact within a diverse population of patrons