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Job Description

**Department: University Student Union Position Reports to: Student Services Supervisor**

**Position Title: Information Services Exempt or Non-Exempt: Non-Exempt**

**Time Base: Maximum 20 hours/week**

**PURPOSE OF POSITION:**

Under general supervision, the University Student Union Information Services Student Assistant is responsible for providing excellent customer service to all patrons and guests of the University Student Union, while serving as an ambassador of ‘USU” working to increase student life, campus climate, and promote wellness throughout campus. This position may coordinate, implement, and plan projects of a varied and complex nature and foster working partnerships with several other entities on campus.

**Information Services Job Description**

**Responsibilities include, but are not limited to:**

* Meet with USU staff and review written directions to determine operations priorities, timelines, and tasks.
* Providing information related to USU operations and events; promoting participation to guests
* Attend all required USU student assistant training programs.
* Having the ability to maintain and operate all administrative equipment
* Answering, screening and routing incoming calls appropriately and accurately recording information
* Greeting and directing customers; disseminating information
* Providing assistance for conference room set-ups (includes ability to lift 50 lbs. using proper ergonomic procedures)
* Following a detailed daily and evening cleaning schedule of public usage areas, access areas, restrooms, dining areas, hallways, and outdoor activities, including cleaning up spills.
* Provide administrative support, building orientations, tours of the USU, and campus information
* Assisting with programs sponsored by the University Student Union Advisory Board (USUAB)
* Comply with all university and USU policies and procedures.
* Related tasks as assigned

**Information Services Student Assistants** will have the opportunity to (or will be requested to) work additional hours assisting with University Student Union events.

**Responsibilities for these additional hours may include but are not limited to:**

* Coordinating admission to campus film series and campus events
* Assisting with room set-up/clean-up for campus events
* Operating audiovisual equipment
* Serving food or beverages for events (Must be willing to be trained in food handlers safety)

**Hourly Rate**: Starting at $10.50/hour