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## **University Center Student Associate Job Description**

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The Student Associate's primary responsibility is to respond in a professional and courteous manner to internal and external customers by providing accurate and timely information and services. Associates will also respond to telephone and in-person inquiries regarding campus information, ticket sales, and other concerns.

### **I. Customer Service Responsibilities**

- a. Information desk:
  - i. Assist customers with ticket information and selling.
  - ii. Open and close the Information Desk.
  - iii. Act as communication liaison between customer and the University Center, when necessary.
  - iv. Conduct all interactions professionally.
  - v. Communicate with Operations staff and building managers in a professional manner.
  - vi. Use proper professional etiquette when assisting University Center staff, customers, clients, and students.
- b. University Center:
  - i. Greet customers and provide directions to Campus Life offices and contacts within the University Center.
  - ii. Distribute monthly MARTA Cards (students only) and maintain log sheet.
  - iii. Assist customers by providing reimbursement for vending machine refunds and log sheet.
  - iv. Assist students and staff with completing forms for tickets, keys, lockers, and EmoryCard authorization.
  - v. Assist customers with sending faxes and maintain financial log for funds received.

### **II. Operations Responsibilities**

- a. Responsible for maintaining services of the Information Desk, which include, but are not limited to:
  - i. Open and close the Information Desk.
  - ii. Categorize, log, and inventory Lost and Found items. Return Lost and Found items to owners.
  - iii. Share responsibility in maintaining upkeep and cleanliness of the information desk.
  - iv. Keep Information/Ticket Desk tidy during your shift (throw trash away, don't have food/drink near the computer or papers all over the desk.)
  - v. Serve as a public relations and resource person to the members of groups using the building.
- b. Responsible for assisting other University Center staff with a variety of operational tasks, which include, but are not limited to:
  - i. Pick up and sort departmental mail.
  - ii. Answer telephone.

- iii. Post and keep advertisement bulletin board clean and organized.
- iv. Contact pest control for service.
- v. Communicate request for service with custodians and office staff via phone or radio.
- vi. Assist with ticket log and monthly inventory.
- vii. Perform other duties as assigned.

### **III. Financial Responsibilities**

- a. Responsible for transactions (including counting and securing) ticket sales.
- b. Monitoring and replacing tickets and supplies.
- c. Must maintain confidentiality of Financial and Human Resource information.

### **IV. Position Expectations**

- a. Maintain a friendly, cheerful and courteous demeanor at all times.
- b. Greet all customers and complete established procedures for Ticket/Information Desk.
- c. Facilitate efficient ticket purchase transactions and credit and debit card payments by following established procedures.
- d. Present the customer with timely and precise charges.
- e. Maintain accurate ticket counts.
- f. Operate telephone equipment by accepting incoming calls and transferring calls to provide customers with timely and efficient service.
- g. Courteously answer inquiries, both in person and by telephone, by accurately communicating directions to campus events and other campus information.
- h. Maintain good customer relations, in person and on the telephone, by keeping abreast of all University Center functions in order to answer questions and concerns with timely and knowledgeable responses.
- i. Perform other duties as assigned, requested, or deemed necessary by management.
- j. Work approximately 8-12 hours per week.
- k. Attend monthly all-staff meetings.
- l. Be able to lift up to 50 pounds.

### **V. Requirements**

- a. Must be an Emory University student in good standing.
- b. Student associates must be current students in good academic standing with the University, which include:
  - i. Being a registered student at Emory at the time of application.
  - ii. Candidates must have a minimum cumulative GPA of 2.75 at the time of application and must maintain this minimum GPA throughout the duration of employment with the department. No exceptions will be made.

### **VI. Pay rate:** Student Associates will be paid \$7.50/hour with the opportunity for annual raises based on performance and time of service.