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.

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.