

INFORMATION DESK ASSISTANT

POSITION SUMMARY:

- The Information Desk Assistants (IDA) greet and respond to the day-to-day needs of the university's faculty, staff, students, and guests with a pleasant, positive, "can do" attitude. The Information Desks are staffed all hours the Davis Center is open. IDAs utilize creativity, problem-solving skills, and various print and on-line resources to provide information for guests. The IDAs also provide a variety of services to the campus community including equipment and game rental, a central lost and found system, and a ticketing service. The main duties and responsibilities of the IDAs are to assist, serve, and provide resources in association with supporting the overall mission, duties, and requests of the department. IDAs will be requested to perform a variety of tasks and will always be provided appropriate training before each task as well as safe and proper equipment and environments to do said tasks. IDAs will utilize creativity, problem-solving skills, and communication skills to provide a welcoming and safe atmosphere for guests.

RESPONSIBILITIES:

- Greet and assist all university community members, and guests with a pleasant, positive, "can do" attitude
- Review daily reservations reports and marketing materials to ensure awareness of current university and Davis Center events. Review Davis Center & university policies, maps, and additional materials to ensure delivery of accurate information
- Complete a shift report after each shift and read all supervisor and co-worker posts on a regular basis
- Receive incoming calls; answer questions, take messages, and transfer calls to appropriate parties
- Create and distribute guest wireless internet accounts
- Check student IDs in exchange for games and equipment and maintain log of equipment use
- Inventory, maintain, and store properly all resources and equipment during shift and ensure proper safety protocols the entire time
- Maintain a tidy and professional workspace and event area
- Ensure all safety, Davis Center, and university policies are followed and maintained
- Identify and solve any issues or concerns as they arise and communicate all appropriate personnel
- Facilitate the return lost and found items
- Assist and report on any incidents that may take place during events or in the public place that is the Davis Center
- Assist and perform other duties associated with the support of all Davis Center events, also known as X-Team shifts
- Attend all scheduled meetings and training sessions

QUALIFICATIONS:

- Must be a currently matriculated University of Vermont student in good standing
- Enthusiasm for working in a diverse, team-centered, and eco-friendly environment

INFORMATION DESK ASSISTANT

Position Description – Student Employment

Updated: February 2025

- Motivation to increase and share in the community building at the University of Vermont
- Ability to handle a variety of situations simultaneously in a professional and efficient manner
- Strong customer-service, communication, problem-solving, and organizational skills
- Ability to push/pull/lift items including tables, staging and chairs on select occasions
- Ability to positively represent The University of Vermont
- Desire and ability to work a flexible schedule that requires work on nights and weekends as well as early mornings

SKILLS & EXPERIENCE ACQUIRED THROUGH EMPLOYMENT:

- Enhanced customer-service, communication, organization, and problem-solving skills.
- Familiarity in utilizing facility reservations systems and software, and web technologies to obtain and share information
- Increased knowledge of the University of Vermont, Davis Center, and Burlington
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth