

## WORK AT THE DAVIS CENTER

# INFORMATION DESK ASSISTANT

The Information Desk Assistants 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 Centers are staffed all hours the Davis Center is open. These students utilize creativity, problem-solving skills, and various print and on-line resources to provide information for guests. The Information Desk Assistants 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.

### RESPONSIBILITIES:

- Greet and assist all faculty, staff, students, and guests with a pleasant, positive, "can do" attitude. Utilize creativity, problem-solving skills, and various print and on-line resources to obtain information for customers. Direct customers, when appropriate, to Student Life and Operations offices for additional information.
- 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.
- Receive incoming calls; answer questions, take messages, and transfer calls to appropriate parties.
- Check student IDs in exchange for games and equipment. When there are multiple students interested in using the same equipment, enforce time limits on equipment as needed. Maintain log of equipment use.
- Participate in the SharePoint community by creating posts, sharing information, and reading all posts on a regular basis for the benefit of co-workers. Complete an event log after each work shift.
- Maintain a tidy and professional Information Center, student games/lounge area, and atrium area. Stock University brochures and other materials as needed.
- Enforce Davis Center and University policies in your work area; communicate concerns or issues as they arise to appropriate personnel.
- Facilitate the return of lost and found items.
- Distribute tickets for university events.
- Attend all scheduled meetings and training sessions.
- Create and distribute guest wireless internet accounts.
- Perform other duties as assigned.

### QUALIFICATIONS:

- Enthusiasm for working in a diverse, team-centered, and eco-friendly environment.
- Motivation to increase and share general knowledge of the Davis Center, Student Life, the University of Vermont and Burlington.
- Ability to handle a variety of situations simultaneously in a professional manner, including answering and transferring phone calls.
- Strong customer-service, communication, problem-solving, and organizational skills.
- Ability to positively represent the Davis Center and the University.

### SKILLS/EXPERIENCE ACQUIRED:

- Enhanced customer-service, communication, organization, telephone, and problem-solving skills.
- Familiarity in utilizing facility reservations system (EMS) reports and SharePoint web technology to obtain and share information.
- Increased knowledge of the Davis Center, UVM, and Burlington.
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth.

**APPLICATION: [GO.UVM.EDU/DCJOBS](http://GO.UVM.EDU/DCJOBS)**