

WORK ON **CAMPUS EVENTS**

OFFICE & WATERMAN INFORMATION DESK ASSISTANT

Office & Waterman Information Desk Assistants have shifts in two different locations. When working in the office they help with scheduling and planning events on campus using our EMS software system. When staffing the Waterman Information Desk they greet and assist all faculty, staff, students, and guests with a pleasant, positive, attitude. Utilize creativity, problem-solving skills, and various print and on-line resources to obtain information for customers. They review daily event reservations within the Waterman Building, Old Mill John Dewey Lounge and the Ira Allen Chapel and provide technical support for the existing room equipment when necessary.

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.
- Review daily event reservations within the Waterman Building, Old Mill JDL and the Ira Allen Chapel.
- Enforce University Event Services and University policies in your work area; communicate concerns or issues as they arise to appropriate personnel.
- Provide technical support for the existing room equipment when necessary. Contact the appropriate departments when equipment is not working properly.
- Assist walk up EMS users with help planning and scheduling their events. Process incoming requests in the EMS dashboard.
- Facilitate the return of lost and found items.
- Distribute tickets for university events.
- Answer on-duty phone.

QUALIFICATIONS:

- Enthusiasm for working in a diverse, team-centered, and eco-friendly environment.
- Motivation to increase and share general knowledge of the 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 University of Vermont.

SKILLS/EXPERIENCE ACQUIRED:

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

PLEASE NOTE:

- This position is for work-study students. Only students with work study may apply.