The University Center is committed to ensuring our employees are trained and prepared to perform their assigned tasks with courtesy and urgency at the heart of student life. UC staff must exemplify the UC mission, vision and values by being professional, courteous, positive and ethical in every interaction and task. Hiring priority will be given to students who fit the UC Customer Service standards. The University Center is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

**Position Summary**
The Info Desk Assistants are to support the Associate Director and Info Desk Managers with the daily operations of the UC Info Desk, as well as provide exceptional guest services to the campus community. The Info Desk Assistants serve as ambassadors of UTSA and positively represent the university at all times. The first priority of the assistants is always to lead through exceptional service to others, whether that is guests visiting the UC, their peers, faculty, staff, or their co-workers. The Info Desk staff members are vital to ensure that the UC remains an active participant in UTSA student learning and success through providing a quality guest service experience. They are an important element to operating a successful Info Desk and department within Student Life that will be able to support the number of students engaging with the University Center.

**Minimum Qualifications**
• Enrolled in a full time degree seeking program at UTSA with a minimum overall GPA of 2.0
• Exceptional customer service skills

**Position Responsibilities**
• Present at required University Center trainings, and other student workshops and events.
• Serve as representatives and positive ambassadors of the University Center
• Provide exceptional customer service at all times to students, campus guests, faculty, staff, and the entire UTSA community
• Distribute and maintain UC marketing to effectively promote all UC events
• Maintain detailed and updated reports that include, but are not limited to; table reservations, lost & found, golf cart rental, traffic tracking, UC experience surveys
• Meet regularly with Associate Director and Info Desk Managers to provide updates on status of current projects, discuss updates and policy/procedure changes
• In collaboration with the UC Info Desk team, responsible for monitoring and cleanliness of UC Info Desk service desk and storage
• Adhere to all UC policies and procedures located in the UC Student Employee Handbook
• Attend all required student assistant training and development opportunities
• Provide clerical office duties including answering telephones, maintaining files, word processing, preparing mail outs, data entry, business writing, and photocopying as needed
• Complete other duties as assigned in order to contribute to the success of team goals
UC Info Desk

Expectations
- Ability to work with limited supervision
- Model appropriate behavior at all times, serving as a representative of UTSA and the University Center
- Attend all staff meetings and educational trainings
- Develop critical thinking, decision-making skills, conflict resolution skills, and creative problem solving
- Understand leadership styles of one’s self and others and how these styles interact
- Work with a variety of office administration functions, gains key organizational skills, and follow-through on assigned tasks and projects
- Work with event coordination in all aspects of program preparation
- Develop skills to manage the prioritization of professional and personal responsibilities
- Learn about various communication styles in order to develop effective verbal and written communication
- Applies creativity and achieves the ability to combine ideas and information in new ways to achieve goals
- Is able to gather, analyze, evaluate and apply information, report key elements of a situation and understand the importance of reporting critical information to supervisors
- Ability to engaged with others individually and in groups, developed emotional intelligence and social awareness
- Proven ability to engage in produce use of time on a daily basis, generates measurable progress toward work objectives on a consistent basis, shown effective time management skills

Schedule
- Students may work a maximum of 19 hours per week (15 hours average). Shifts may include day, evening and weekend hours.
- Students are expected to work their scheduled shift, arrive on time, and be responsible for monitoring appropriate use of time.