

Information Desk Assistant

The UTSA Student Union 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. Hiring priority will be given to students who fit the Student Union's Customer Service standards. The Student Union is looking for applicants that are creative, motivated, and excited to develop their skills and strengths.

Position Summary

The Student Union Information Desk staff provides excellent customer service to all Student Union guests including students, family members, faculty/staff, and visitors. Information Desk staff assists with directions, checking out the golf cart, lost and found services, study room checkout and more.

Minimum Qualifications

- Enrolled in a degree-seeking program at UTSA with a maintained minimum overall GPA of 2.0 and 2.5 for managers.
- Exceptional customer service skills.

Position Responsibilities

- Attend required orientations, information fairs, and other student involvement events.
- Serve as representatives and positive ambassadors of the Student Union.
- Provide exceptional customer service at all times to students, campus guests, faculty, staff, and the entire UTSA community.
- Distribute and maintain Student Union marketing to effectively promote all Student Union events.
- Maintain detailed and updated reports that include, but are not limited to, table reservations, lost & found, golf cart rental, traffic tracking, Student Union experience surveys.
- Meet regularly with Communications and Programs Coordinator and Info Desk Managers to provide updates on status of current projects, discuss updates and policy/procedure changes.
- Responsible for monitoring and cleanliness of Student Union Info Desk service desk and storage.
- Provide clerical office duties including answering telephones, maintaining files, word processing, preparing mail outs, data entry, business writing, and photocopying as needed.
- Host daily activities for students including complimentary beverages, popcorn, motivational quotes, university facts, and school spirit events.
- Complete other duties as assigned in order to contribute to the success of team goals.

Expectations

- I am responsible for reading the Student Union Handbook, and acknowledge that I will abide by the policies and information detailed in this guide.
- I understand the Mission, Vision and Core Values of the Student Union, and agree to abide by these guiding principles.
- I will be accountable for excellent customer service, including being professional and courteous at all times.
- I will work in a professional manner, especially when working with limited supervision. I will arrive to work and meetings on time, wear the proper uniform, and behave appropriately while on shift.

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- I will demonstrate critical thinking to make timely decisions related to my position, in alignment with the UTSA and Student Union HOP.
- I will be an active leader by taking initiative and personal responsibility for my actions and goals.
- I understand that I may not eat/drink, use headphones, study, talk/use my cell phone for personal use, or use the internet for non-work-related purposes during my shift, unless otherwise approved by my supervisor.
- I will make safety within the Student Union a continual priority during my daily responsibilities.
- I will attend all required staff meetings and training/professional development sessions conducted by the Student Union and/or my specific work area.
- I will communicate any scheduling changes or concerns with my position to my direct supervisor including, but not limited to, missing my scheduled shift, being late for my shift, taking a break, or concerns with my course load.
- I will make every interaction positive and go the extra mile.
- I will embrace diversity and respect cultural and personal differences.
- I understand that my role within the Student Union is a professional position and that I am expected to take my position as seriously as any off-campus position.
- I will take pride in my position, the Student Union and UTSA, and will represent the Student Union in a positive and professional way.

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.