

# Information Desk

## Responsibilities

Information Desk Assistants serve as guest coordinators and are often the first point of contact for many visitors to the Marshall Student Center. Each assistant will provide information, directions, and general advice on University policies and procedures, with a strong focus on customer service. Desk Assistants are responsible for providing information about programs, services, and activities at the Marshall Student Center and on the University Campus. The Information Desk also serves as a point of radio communications with Marshall Student Center staff. The duties and responsibilities of an Information Desk Assistant shall include, but not be limited to, the following:

- Utilize proper customer service skills and disseminate information to visitors of the Marshall Student Center.
- Answer a multi-line telephone in a professional and organized manner.
- Organize and straighten the desk.
- Notify custodial staff of any lobby areas requiring cleaning.
- Check out keys to approved individuals and record the information on a checklist/database.
- Log any lost and found items into the Information Desk computer and store those items in the cabinet at the Information Desk.
- Arrive 15 minutes before the shift begins and exhibit a positive attitude while working with customers and colleagues.

## Knowledge

Each Information Desk Assistant should have a solid understanding of the role of the Marshall Student Center and be committed to that role. Knowledge of the campus, activities that are taking place and locations of such events shows a caring attitude and ultimately makes your job easier.

## MARSHALL STUDENT CENTER

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