

MORGAN STATE UNIVERSITY ♦ STUDENT EMPLOYMENT OFFICE

JOB DESCRIPTION

POSITION NAME:		EMPLOYMENT TYPE:	
Information Desk Team		<input checked="" type="checkbox"/> WORKSTUDY <input type="checkbox"/> COMMUNITY SERVICE <input type="checkbox"/> TUTORIAL <input checked="" type="checkbox"/> CAMPUS EMPLOYMENT	
DEPARTMENT/AGENCY NAME:			
University Student Center			
PURPOSE OF POSITION:			
Under the supervision of the Customer Service Supervisor, the Information Desk Team is responsible for the daily operation of the University Student Center Information Desk.			
RESPONSIBILITIES CONSIST OF BUT NOT LIMITED TO:			
<ul style="list-style-type: none"> • Monitoring the main phone lines at the University Student Center Information Desk and the directing of calls to proper departments. • Providing outstanding customer service by greeting all students, staff, and guests in a friendly and professional manner. • Sharing of extensive information regarding Morgan State University, campus events, activities, and travel information utilizing the MTA guides. • Ensuring that the information desk is adequately stocked with University brochures, maps and other commonly requested information. • Handling of all lost and found items by logging them in as received, signing items out to owner once verified and submitting the items to the Customer Service Supervisor. • Securing the Student Center Information Desk and the upkeep of the supply room. • Delivering of inner office mail and support of the administrative offices when needed. • Other duties as assigned. <p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Knowledge of Morgan's history/campus and a GPA of 2.5 • Excellent customer service, communication, organizational, multi-phone line, computer and people skills. <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • Knowledge of multi Line Phone, PC, PA System, and a GPA of 2.5 • Ability to work well under pressure, communications and customer service skills 			
OFFICE EQUIPMENT REQUIRED:			
Multi Line Phone, PC, PA System, and Walkie-Talkie			
SUPERVISION RECEIVED:			
<input checked="" type="checkbox"/> SUPERVISION REQUIRED <input type="checkbox"/> SOME SUPERVISION REQUIRED		<input type="checkbox"/> LITTLE SUPERVISION REQUIRED <input type="checkbox"/> RARELY NEEDS SUPERVISION	
CONTACT INFORMATION:			
SUPERVISOR: Towanda Barney			
LOCATION: University Student Center Information Desk			
TELEPHONE: (443) 885-1825		FAX: (443) 885-8248	
EMAIL: TOWANDA.BARNEY@MORGAN.EDU			

OPENING DATE:	CLOSING DATE:
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