### JOB DESCRIPTION

**POSITION NAME:** Information Desk Team  
**EMPLOYMENT TYPE:**  
- WORKSTUDY
- COMMUNITY SERVICE
- TUTORIAL
- 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:**
- 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.

**Minimum Requirements:**
- Knowledge of Morgan’s history/campus and a GPA of 2.5
- Excellent customer service, communication, organizational, multi-phone line, computer and people skills.

**Preferred Qualifications:**
- 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:**
- SUPERVISION REQUIRED
- LITTLE SUPERVISION REQUIRED
- SOME SUPERVISION REQUIRED
- 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:**