

## **Job Description**

Carroll University  
**Campus Center – Information Desk**  
100 N. East Avenue  
Waukesha, WI 53186

### **Purpose of Job:**

- Campus Services student workers at the Campus Center Information Desk serve as an information source to callers, the Carroll community and campus guests. They support all the services provided at the info desk. They report to the Campus Center Operations Manager and are supervised by the Campus Center Operations Fellow. They also take direction from other Campus Services professional staff members.

### **Duties & Responsibilities:**

- Answer calls to the info desk (x7373) using proper telephone etiquette.
- Serve as receptionist for Carroll University's main switchboard:
  - ✓ Use proper telephone etiquette in answering calls.
  - ✓ Provide callers with correct information or seek assistance.
- Perform cashier functions:
  - ✓ Open" the register; "close" the register.
  - ✓ Process payments for Campus Center services such as envelope sales, special event sales, etc.
  - ✓ Process the addition of funds to students' Dining Dollars and Carroll Ca\$h accounts.
  - ✓ Record information, issue, and accept payment for temporary overnight parking permits.
- Support/maintain other services offered at the info desk including but not limited to:
  - ✓ The university's "lost and found" area.
  - ✓ The "to be picked up" and "Special Occasion Packages" storage space.
  - ✓ The distribution of packages to students (record, notify, release).
- Serve as a representative of the PiONEer Card Office.
  - ✓ Record information, issue, and accept payment for new and replacement PiONEer Cards.
  - ✓ Provide information regarding the PiONEer Card including: answering questions about Carroll Ca\$h, Dining Dollars, U.S. Bank, Carroll Ca\$h in the Community, and Discount Program.
- Attend regularly scheduled staff meetings.
- Work closely with the Building staff, Reservation and Events Services, Dining Services, Physical Plant, and Public Safety.
- Keep info desk area clean and clear of food and beverages.
- Submit work orders to the Campus Center Operations Fellow as necessary.
- Keep the records up-to-date when sending faxes and receiving faxes (distribute to proper offices or notify addressee). Apply appropriate fees.
- Assist guests and Carroll community members when they use the MFD.

- Understand emergency procedures and assist Public Safety and other departments in the proper implementation of such in the event of an emergency.
- Utilize computer skills (ASTRA, Cognos, Excel, FileMakerPro, PageMaker, WORD, etc.).
- Utilize Carroll e-mail accounts as a way to communicate with colleagues and professional staff members.
- Perform other duties and special projects as assigned.

Job Qualifications:

- Strong inter-personal, communication and customer service skills, a high degree of attention to detail
- Ability to problem solve, work as a team player, manage multiple priorities
- Reliability, accuracy, flexibility related to work schedule
- Desire to learn and adapt to an ever changing environment
- Ability to stand or sit for extended periods of time and assist in lifting/moving equipment and supplies.
- Attend regularly scheduled training/in-service sessions
- Attend a First Aid and CPR course to become "certified"

Supervisor:

- **Angela Meldonian**  
**262-527-7367**