

Carroll University

Carroll University
Learning Commons
100 N. East Avenue
Waukesha, WI 53186

Purpose of Job:

- Responsible for assisting the Carroll community professionally and efficiently with inquiries regarding peer educators and Learning Commons (LC) services. Provide Carroll students with LC information regarding making appointments, finding tutors, keeping and reporting valuable statistics, circulating various LC technology, as well as handling telephone calls and messages.

Duties & Responsibilities:

- When on duty, make sure that the LC desk is staffed 100% of the time.
- Answer telephone, screen and direct calls by informing supervisor.
- Provide information to callers and also direct calls to correct destination as well as take and relay messages.
- Greet persons approaching LC Desk
- Direct persons to correct destination
- Deal with queries from the Carroll community as it impacts the LC area.
- Schedule career center appointments by maintaining outlook calendar diary electronically
- Demonstrate reliability and initiative as well as attention to detail
- Responsible for accurate and careful circulation of the LC valuable technology
- Tidy and maintain the LC Desk area as well as the LC Reserve Room

Job Qualifications:

- Basic knowledge of computers and relevant software applications
- Basic knowledge of customer service principles and practices
- Basic keyboard skills
- Excellent verbal and written communication skills
- Professional personal presentation
- Good customer service orientation

Supervisor:

- **Allison Reeves Grabowski;**
262-524-7180