COTC - OSUN

Student Employment Job Description

Job#: 50752

Department: Information Technology Services (ITS)

Job Title: Welcome Desk Attendant – Warner Center

Supervisor: Jeff Crabtree **Phone #**: (740) 366-9280 **Email:** crabtree.179@cotc.edu

Hourly Rate: $ 8.15

Terms job is available: Summer X Autumn X Spring X

Times job is available: Mornings X Afternoons X Evenings Some Weekends X

Qualifications:

The Welcome Desk Attendant (WDA) is located in the lobby of the Warner Student Center and as such, serves an important role as a customer service representative to students, staff and visitors at this important entryway to the campus. A preferred WDA candidate will have strong working knowledge of the campus and campus resources, an understanding of phone and computer systems and various computer programs. Candidates will also possess strong interpersonal communication skills, customer service skills and good accountability. Finally WDA's must be discrete and professional in handling internal, private and restricted information.

Summary of Duties:

- Actively greet incoming visitors, students, faculty and staff and assist individuals on campus.
- Provide quality customer service, respond to questions and provide information regarding the facilities in the Warner Center and the campus in general.
- Direct building traffic including a high volume of question at the start of a semester.
- Use campus webviewer to help locate events and classes.
- Distribute game room equipment to students and keep track of them.
- Keep record of game room activity and misuse, report to security with behavior issues.
- Maintain and distribute resource materials (such as campus maps, information about each COTC and OSU at Newark, community information, etc.).
- Assist with orientations and apartment information for students.
- Key contact to reset passwords for students needing to synchronize their email.
- Serve as backup for the main Customer Service campus phone line and as vacation support.
- Assist in special projects assigned by ITS when extra classroom support technicians are needed.
- Will need to access and use Active Directory (AD) and make changes to student accounts upon request. Also WDA's will use of LANDESK for ITS tickets.
- Distribute laptop computers for student use, using SIERRA, which is the library circulation system.
- Exhibit a professional decorum and appearance at all times.

Welcome Desk Attendant hours will normally range from 8:00am – 5:00pm Monday – Friday and 5 hours on Saturday (on rotation) in the Warner Center. At times this can flex as needed. Individuals are expected to work 10-15 hours each week.

Background check required for selected applicant.

This job does not replace a full-time employee.

COTC Account #: 63020 **OSU Org-Fund #**: 09714-012510

OFFICE OF FINANCIAL AID USE ONLY

Students in this job provide services that are open, accessible and designed to improve the quality of life for community residents or to solve particular problems related to those residents' needs X Yes __ No

Students in this job provide services to students with disabilities __Yes X No

Background Check Required? X Yes (RD) ____No 8/25/17