

Information Desk Assistant

The Iowa State University Memorial Union opened in September 1928 and is currently home to a number of University departments, a bowling alley, an arts and crafts space, the University Book Store, a food court, student organizations, and event spaces. Attached to the Memorial Union is a 600-space parking ramp. The Information Desk at the Memorial Union provides information to all patrons in the building and monitors the use of the Parking Ramp, under the supervision of a full-time MU staff member. The Information Desk Assistant position is customer-service based. This position will have access to know what events are happening in the building and where so they can help to answer questions. They greet people as they pass the desk and provide a friendly and welcoming experience for all who pass by the desk.

Duties and Responsibilities:

- Customer Service
 - Greeting and assisting guests with directions around the building and miscellaneous questions.
 - Clerical duties including answering phones, emailing, and inventory of office supplies.
 - Responds to both telephone and personal contact inquiries concerning locations and other information from varied client population.
 - Keeps records of lost and found items and contacts patrons of lost items when possible.
 - Occasionally welcoming high-ranking administrators in the building.
- Parking Ramp
 - Accepts payments for parking ramp tickets and enters data into fee computer.
 - Answers call button in parking ramp to assist customers with leaving the ramp or paying their ramp ticket.
 - Learns parking ramp software and does continual training.
 - Gives guidance to patrons who lost their parking ramp ticket or who do not have funds to pay.
 - Notifies Parking Ramp Supervisor if pay station or ramp arm is out of order or damaged.
 - Notifies MU Building Manager on duty if parking ramp is backed up and help is needed at an exit.
 - Maintains control of parking ramp space counter to ensure adequate space availability.
- Key and Money Security
 - Handing keys and money bags out to student employees and checking university identification.
 - Securing student organization key check outs and access requests
 - Prepares and audits money receipts at the end of shift and assumes responsibility for all money collected during shift.
 - Deposits receipts and reports in locked money bag for review by vault staff.
- Miscellaneous
 - Monitors audio and video security systems and elevators to ensure facility security and patron safety.
 - Contacts proper authority if problems are observed.

- Working alongside other students and full-time staff members. MU student employee building managers will also work behind the desk at times in between setting rooms and completing their duties.
- Making announcements when the building is closing.
- Monitoring the remote command center and knowing how to call DPS and turn off the system.
- Other duties as assigned.

Compensation:

- Hourly wage starting at \$10.00 per hour.

Required Qualifications:

- Must have a minimum cumulative GPA for 2.5
- Must be a full-time student at Iowa State University

Preferred Qualifications:

- Exceptional customer services skills – friendly and welcoming.
- Ability to function independently and as a team member.
- Attention to detail.
- Ability to advance the principles of an inclusive and diverse working environment.
- A desire to be a part of a unique dynamic team that supports the mission, vision and values of the Memorial Union
- Ability to work four-hour shifts (7 am to 11 am, 11 am to 3 pm, 3 pm to 7 pm and 7 pm to 11 pm).
- Open to learning new skills and software.

Career Readiness Competencies:

- **Collaboration/Teamwork:** Work together with other MU staff and student employees to provide quality customer service for patrons in the building.
- **Communication:** Info Desk Assistants communicate information and resources to people who call, email or ask for assistance. Info Desk Assistants will also assist patrons with navigating the building and parking ramp processes.
- **Critical Thinking/Problem Solving:** Assistants will assist patrons in troubleshooting any issues they may be having within the parking ramp payment system or with navigating Memorial Union policies and processes. Assistants will also assist with key and money bag check-out.
- **Intercultural Perspectives:** Assistants will interact with and assist a diverse audience of campus staff and faculty, students, and visitors to the building. Assistants will also gain a better understanding of their own personal and social identities as well as others' identities.
- **Leadership:** Assistants will assist in training new student employees on the Info desk and Memorial Union policies. They will also be asked to contribute their own ideas to the training and info desk experience.
- **Learning and Application:** Assistants will be strongly encouraged to use their own experiences with customer service to inform the work they do with patrons. Assistants will also learn of MU and university policies and how they may relate to the building.

- **Professionalism:** Assistants will gain experience working in a professional office setting and providing customer service to MU patrons for events, getting around on campus, finding an office located within the building and parking in the MU ramp.
- **Technology:** Consultants will utilize technology in a variety of ways in this role. They will communicate to student organizations and officers via email, conduct and collect online assessments, update portions of the Student Activities Center website via our content management system, and work with the Student Organization Database and Event Authorization systems.

Contact:

Lana Seiler, Administrative Assistant, Director's Office

Iowa State University Memorial Union

Submit resume and class schedule to lane1916@iastate.edu