Desk Assistant Job Description:

1. Arrive to work on time and ready to be productive and helpful, and conduct myself in a professional manner at all times.
   - I understand that I will arrive professionally dressed according the Desk Assistant Dress Code.
     o Uniform or other approved attire, and name tag.
   - I understand that professional language and decorum is expected at all times regardless of the conduct of other staff (student and professional).
   - I will be responsible for covering all assigned shifts & finding subs as needed.
2. Be knowledgeable of EMS, policies, and procedures of the Union Complex.
3. Assist the Event Services professional staff in providing superior customer service to all customers including students, departments, and the external community. This includes assisting customers in using EMS.
4. Dispense accurate information about the complex, rates, capacities, and campus.
5. Accurately relay messages to the appropriate professional staff member or manager.
6. Refer issues or problems to appropriate personnel in a timely and professional manner.
7. Perform the clerical tasks of answering phones, greeting, filing, errands and other duties as assigned.
8. Properly cut and change out room cards for the rooms and event schedules on kiosks. Also, removing old room cards and event schedules from those that are not in use the following day.
9. Monitor and maintain the cleanliness and order of the Event Services Desk area and complex as needed.
10. Not have food or laptops at the desk.
11. Attend all staff meetings and training sessions.