

Chamberlain Student Center – Student Employee Job Description

Job Title: Information Desk Attendant

Reports to: Rio Napoli, *Assistant Director* & Kaitlin Shaginaw, *Program Assistant*

Job Summary: The Information Desk serves as a primary point of contact for customers in the Chamberlain Student Center and the Rowan University community. Staff is responsible for displaying high-levels of customer-service when responding to questions and providing information regarding the Chamberlain Student Center and Rowan University. Staff also maintains and operates the Information Desk and services offered.

Specific Tasks, Job Duties, and Responsibilities:

- Open and close the Information Desk
- Serve as a building host and welcoming person
- Have knowledge of available resources throughout our building and on our campus
- Provide accurate information as requested by customers at the desk or over the phone
- Handle ticket sales
- Operate register and cash transactions
- Operate Boro machine and Boro bucks transactions
- Handle production of all RowanCards for our campus
- Provide campus-wide lost and found services
- Be attentive to the safety and security of the Chamberlain Student Center facilities and enforce all Rowan University and facility policies
- Be aware of emergency procedures and troubleshoot concerns throughout the facility
- Accept flyers from clubs, organizations or departments for posting on bulletin boards that need to be approved
- Attend staff meeting and training sessions
- Maintain cleanliness of information desk area
- Other duties assigned

Basic Qualifications: Must be enrolled in Rowan University undergraduate or graduate programs. Must be able to demonstrate high-level of customer service. Must be in good academic and conduct standing with the University.