

# Operations Assistant Job Description

## **Accountability**

The Operations Assistant will report to the Student Supervisor and any member of the PSU Operations professional staff.

## **Scope**

The Plemmons Student Union is a central hub for meetings, learning, and relationship-building on campus. There are over 10,000 patrons a day and 15,000 reservation a year. The Operations Assistant is a part of a team that ensures each individual feels included in the Appalachian community while they are in the Union. There is an expectation of exemplary service, critical thinking, and positive attitude from each individual employee.

## **Specific Responsibilities**

(This is a general list to start with. As this position develops, duties may be added or changed.)

- Cooperate with team members with a positive attitude to set up rooms, do trash runs, and offering patrons exemplary customer service
- Implement critical thinking and problem-solving skills to set up rooms efficiently, in accordance with patron expectations and Union policies

## **Qualifications**

- Proficiency in oral and written communication in order to provide excellent customer service
- Strong leadership potential or experience, formal or otherwise
- Work well in a team as they work wort
- Ability to lift/move up to 50lbs

## **Requirements**

- Maintain a semester grade point average of 2.00 (must have a cumulative grade point average of 2.00 to apply).
- Maintain good standing (not on probation) with the Office of Student Conduct.
- Uphold the Student Engagement and Leadership department's values of growth, respect, connectedness, and sustainability as you work with fellow staff, professional staff, and patrons

If at any point during your employment you do not meet these requirements: You may be put on probation or terminated, at the discretion of Plemmons Student Union professional staff.