Welcome Desk Attendant Job Description

Accountability

The Welcome Desk Attendant will report to the Information & Ticket Sales Manager, 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 Welcome Desk Attendant 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.)
- Update approved flyers and notify Manager of any flyers not in compliance with policy
- Communicate information to patrons about PSU policies, room locations, and events
- Maintain line of communication between shifts and Manager by utilizing email and attending any seminars as needed
- Answer phone calls and direct callers to the appropriate personnel

Qualifications
- Proficiency in oral and written communication skills

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.

Compensation

Hourly Rate: $7.50 *This pay rate is valid as of 1/16/19*