

## Information Desk Associate Job Description

### Basic Function & Responsibility:

- Greet and provide informational assistance to students, faculty, and guests within the info desks located at the BLUU and KFCB

### Starting Wage and Average Hours

- \$8.25 per hour
- Averages about 10-15 hours a week

### Characteristic Job Duties:

- Ensure each visitor of the University Unions has an outstanding experience during their time in the facility
- Actively greet and assist individuals in the University Unions
- Provide prompt and courteous customer service
- Respond to telephone calls and questions to provide thorough information regarding the Union, TCU, and the Fort Worth community
- Enforce University Unions and TCU policies
- Upkeep and log lost and found items
- Assist staff in maintaining a safe, professional, and hospitable environment for all visitors
- Perform related duties as assigned by Building Supervisor and University Unions Pro Staff

### Working Conditions:

- May work varied hours and shifts to include evenings, mornings, nights, and weekends

### Qualifications:

- Required Education:
  - Degree in progress at Texas Christian University
  - Minimum cumulative college GPA of 2.5, if not applicable then high school GPA will be taken into consideration
- Required Knowledge, Skills, and Abilities:
  - Possess excellent verbal and written communication skills
  - Ability to effectively interact with a diverse population of the university and public
  - Possess general computer knowledge
  - Possess the a willingness to learn
  - Ability to lift 50 pounds
- Preferred Knowledge, Skills, and Abilities:
  - Previous customer service experience
  - Previous experience using a printer
  - Knowledge of the University Union, TCU campus, and Fort Worth community