

Guest Services Assistant

Pay Classification: Student Assistant Level I; \$16.90-\$17.65 per hour.

Work Schedule: Up to 20 hours per week as assigned.

Training Period: 90 days probationary period with possibility of extension.

General Statement:

Under the supervision of the Support Services Coordinator, the Guest Services Assistant will provide first-line response and assistance to students and visitors in the Loker Student Union (LSU) information desk and administration office. The Guest Services Assistant is responsible for the daily operation of assigned work area, welcomes guests, performs reception and clerical tasks in support of LSU business, and provides campus directions and referrals.

Specific Duties & Responsibilities:

- Conduct daily tasks of the administration office reception area and information desk.
- Serve as ambassador for the LSU by providing friendly, approachable, and professional guest service.
- Greet, assist with guests' needs and/or provide appropriate LSU and university referrals.
- Receive and screen a high volume of telephone and walk-in inquiries.
- Perform a variety of routine clerical tasks.
- Provide printing services assistance for users, maintain equipment, and trouble-shoot printing issues.
- Gather information about the daily Union and university activities, programs, events and services offered.
- Dispense information and answer questions for guests present in person, via phone call, and online chat.
- Distribute vendor permits and facilitate equipment release for events.
- Log and items in Lost and Found.
- Maintain workstation, administration office copy area, and adjacent areas clean, stocked and well organized.
- Adhere to Employee Handbook and organization policies and procedures.
- Attend required employee staff meetings and trainings.
- Assist with other duties as assigned.

Skill Requirement:

- Willingness to work with an ethnically diverse and culturally pluralistic student body and staff.
- Possess and display excellent customer service in all interactions; maintain professional, approachable and courteous demeanor.
- Possess characteristics of being ethical and trustworthy, respectful, culturally aware and sensitive, and flexible.
- Willingness to work evenings and weekends as required.
- Effective communication including oral, written and listening abilities.
- Strong interpersonal skills and willingness to work in a team environment.
- Strong organizational skills: ability to prioritize, complete assigned work duties and handle a wide variety of tasks.
- Must be self-motivated, able to work independently, and to apply good judgment.
- Analytical and problem solving skills.
- Detail oriented.
- Proficient with Microsoft Word and Excel.
- Basic knowledge of general office systems (phone, fax, copier, printer, scanner, etc.) preferred.
- Previous information desk, office or business experience preferred.

Employment Eligibility:

Employment with LSU is open to any qualified CSUDH student enrolled at least half time, 6 units undergraduate or 4 units graduate, and has a legal right to work in the United States. In addition, the student employee must have a minimum 2.0 cumulative G.P.A. for undergraduate students and 3.0 cumulative G.P.A for graduate students. Individuals enrolled only in extension courses are not eligible for hire.