

Information Desk Position Job Description

Job Summary: The West Chester University Sykes Student Union Information Associate is employed to serve as a resource and ambassador for West Chester University. Union Associates provide clear and concise information, via telephone or in person, about the Union, University, and/or Community. Union Associates work directly under the supervision of the Associate Director and in close connection with the Student Directors and Sykes Union Graduate Assistants.

Desk coverage occurs on Monday through Thursday 7:30 am- 12:30 am, Friday 7:30 am- 1:15 am, Saturday 8:00 am- 1:15 am, and Sundays 10:00 am – 12:30 am.

Job Duties:

Customer Service

- Maintain a working knowledge about what is happening at West Chester University
- Answering phone calls, directing calls to the right people, and taking phone messages
- Giving out keys for the Student Organizations' offices
- Enforcing and abiding by university policies and the student code of conduct
- Serve as a resource about the campus
- Read campus email on every shift
- Maintain lost and found policies and procedures

Building Operations:

- Monitoring and upholding the policies of Sykes Student Union
- Maintaining a flow of information to all information desk staff and administration staff as needed

Fiscal Responsibilities:

- Maintaining the laptop loaner program

Facilities and Maintenance:

- Monitors building and facility maintenance needs and reports major repair needs to appropriate departments such as maintenance, custodial, and technology logs.

Building Security:

- Exercise care in safeguarding all property and equipment of the Sykes Student Union
- Remain alert to any unusual occurrences such as vandalism, theft, fire, and illness. In such situations, uses judgment in reporting problems to either Union staff or Public Safety