

## **Information Desk**

### **Purpose**

The purpose of this position is to assist the Student Union by engaging patrons and providing them with clear and accurate information. The Information Desk Attendant will be responsible for the upkeep, organization, and execution of the various functions of the Information Desk. This position reports directly to the Building Manager, or Area Supervisor of the area to which they are assigned.

### **Duties and Responsibilities**

- Knowledgeable of Student Union policies, procedures, and operations of Student Union facilities
- Greets various visitors and prospective students by providing directions to various departments within the Student Union and to other various locations around the campus community.
- Appropriately answers questions about the Student Union and University of Tennessee.
- Knowledge of the emergency procedures and the ability to respond to emergency situations appropriately.
- Demonstrates exemplary and friendly customer service when corresponding to various types of inquiries either by phone, email, or in person.
- Receive lost and found items and place them safely in storage.
- Assess and replenish stock of cleaning supplies, office supplies, and informational items such as maps and guidebooks as needed, including notifying supervisors
- Able to solve various types of problems related to the building.
- Alert supervisors to any facility damage, potential emergency situation, or misconduct
- Knows the mission of the Student Union and strives to perform this mission to the best of their ability at all times while on duty or on the premises.
- Performs other related duties as assigned.

**Qualifications**

Must be a student in good academic standing and actively pursuing a degree at the University of Tennessee, Knoxville. This person must possess initiative and be able to both work independently, with other Student Union and Facilities Services staff. In addition, this person must display tactfulness in dealing with the public and be able to do so without supervision. Previous administrative experience is preferred, but not required.