

MORGAN STATE UNIVERSITY ♦ STUDENT EMPLOYMENT OFFICE

JOB DESCRIPTION

PLEASE COMPLETE THIS FORM IN ITS ENTIRETY.

POSITION NAME:	EMPLOYMENT TYPE:
Information Desk Team	<input checked="" type="checkbox"/> WORKSTUDY <input checked="" type="checkbox"/> COMMUNITY SERVICE <input type="checkbox"/> TUTORIAL <input checked="" type="checkbox"/> CAMPUS EMPLOYMENT
DEPARTMENT/AGENCY NAME:	
Student Affairs/University Student Center	
PURPOSE OF POSITION:	
Under the supervision of the Customer Service Supervisor, the Information Desk Team is responsible for the daily operation of the University Student Center Information Desk.	
TYPICAL DUTIES:	
<ul style="list-style-type: none"> • Monitors the main Student Center phone lines at the University Student Center Information Desk and directs calls to proper departments • Greets guests in a friendly and professional manner. • Provides extensive information regarding Morgan State University and campus events and activities • Responsible for securing the Student Center Information Desk • Ensures that the information desk is adequately stocked with University brochures, maps and other commonly requested information. • Handles all lost and found items by tagging and submitting them to the Customer Service Supervisor after thirty days • Other duties as assigned <p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Excellent attention to detail, communication and organizational skills. • People skills. <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • Knowledge of multi Line Phone, PC, PA System • Ability to work well under pressure 	
OFFICE EQUIPMENT REQUIRED:	
Multi Line Phone, PC, PA System, Walkie Talkie	
SUPERVISION RECEIVED:	
<input checked="" type="checkbox"/> SUPERVISION REQUIRED <input type="checkbox"/> LITTLE SUPERVISION REQUIRED <input type="checkbox"/> SOME SUPERVISION REQUIRED <input type="checkbox"/> RARELY NEEDS SUPERVISION	
CONTACT INFORMATION:	
SUPERVISOR: Towanda Barney	
LOCATION: University Student Center 139	
TELEPHONE: (443) 885-3925	FAX: (443) 885-8248
EMAIL: TOWANDA.BARNEY@MORGAN.EDU	

OPENING DATE:	CLOSING DATE:
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