



**University of Connecticut
Student Union
Information Center Attendant**

Position Overview:

Under the general supervision of the Business Services Coordinator, the Information Center Attendant position is responsible for providing information, directions and assistance to students, staff, faculty, and visitors. Other duties include providing general customer service including, distributing and collecting keys, record keeping, maintain Lost and Found, and sort/distribute mail. After business hours, this position is supervised by the Student Union Building Manager.

Responsibilities:

- Responsible for enforcing all department and university policies in matters related to the Student Union and Information Center
- Support an environment that encourages, values and delivers outstanding customer service.
- Accurately and appropriately, log information, keys, mail, or other items
- Communicate with patrons and appropriate staff
- Review event schedules and maintain a working knowledge of programs occurring in and around the Student Union

Minimum Qualifications:

- Excellent oral, written and interpersonal skills
- Highly motivated and demonstrates willingness to learn
- Proficient in Microsoft Office applications and internet search applications
- Ability to respect the rights and privileges of others and to demonstrate civility to foster an inclusive community
- Available to work nights and or weekends and maintain scheduled work hours

Preferred Qualifications:

- Ability to work independently, identify appropriate resources to disseminate appropriate information
- Working knowledge of various University of Connecticut Departments and surrounding areas
- Experience in a Student Union or equivalent environment, or in a high-volume customer service environment