University Success Front Desk Assistant Job Description

Job Title
Front Desk Assistant

Compensation
$9.25 an hour; 8-12 hours per week; Fall 2015 - Spring 2016

Essential Duties
The individual in this position assists in staffing the University Success Front Desk, conveying information to students and visitors, and performing other clerical duties as assigned. This position reports directly to the Residence Director, University Success.

Duties include
- Maintain integrity of the University Success space (computer/printer workstations, hot beverage corner, tidiness of the space at opening at closing, quiet and positive study environment).
- Using a computer program/database to track residents and provide information.
- Answering telephones, redirecting calls, and assisting in maintaining a successful office operation.

Preferred Skills and Experience
A successful applicant will possess the following skills and experience:
- Must be enthusiastic with a high-level of energy and positivity.
- Must have excellent phone skills.
- Must have excellent customer service skills.
- Must have basic computer skills including using Google applications.
- Requires current registration as a student at Portland State University.
- Must have strong verbal and written English skills.

Required for Position
- Must be have Federal Work-Study.
- Must be a Housing resident
- Must be available to work the 2015-2016 Academic Year as a Front Desk Assistant.
- Must have availability during University Success hours (Monday - Thursday 2-10 PM, Sunday, 5-10 PM).

Working Conditions
Working schedule is between 8 and 12 hours per week during most weeks of the school terms, depending on availability. Must have availability during University Success hours (Monday - Thursday 2-10 PM, Sunday, 5-10 PM). Employees may not work during scheduled class times. Employees must be registered for a minimum of 8 credits per term. This position requires that employees maintain a minimum cumulative grade point average of 2.0 while working in the UHRL Student Services Office.

Contact
If you’re interested in working with USuccess East Campus please email Winnie, winnie@pdx.edu.
If you’re interested in working with USuccess West Campus please email Kim, kutschig@pdx.edu.