



# **FLASH Job Description**

Freshman Learners Acquiring Skills in Higher Education

## **Position: Front Office Specialist**

Campus Events & Student Union Front Office Specialists manage office and event scheduling, provide customer service to visitors, and handle general administrative tasks. Key responsibilities include scheduling events using Event Management Scheduling (EMS) software, creating event diagrams with Social Tables, and assisting with special projects. Effective communication with various event stakeholders and support of office day-to-day operations is essential.

Position's professional growth prospects – opportunities for professional development and developing skills in event management, customer service, and office administration, with potential for advancement within the Campus Events Department.

Number of positions available: 1

Job Location: Smith Student Union, office environment

Hours: 8-12 hour/week, 9am to 5pm, Mon-Fri

Pay Rate: \$15.95/hour

## **PSU Department: Campus Events & Student Union**

Campus Events & Student Union is committed to providing outstanding hospitality and service to clients and guests.

### **Specific Job Duties and Responsibilities**

- Provide excellent customer service to all guests of the Campus Events & Student Union office
- Respond to general inquiries from the PSU community and the general public via phone, email, and in-person
- Utilize the event management software (EMS) to schedule departmental meetings and events in the Smith Memorial Student Union and Hoffmann Hall
- Utilize the diagram software (Social Tables) to create event diagrams
- Assist with general clerical and administrative duties (i.e. sort incoming email, restocking office supplies, filing, correspondence)
- Print and distribute daily work reports, schedules, and room cards for building events and staff
- Maintain active knowledge of CESU policies and procedures
- Find creative solutions to scheduling conflicts as they arise
- Assist with special projects upon request
- Direct inquiries and communication between event stakeholders, including but not limited to

- Smith Operations Team, Campus AV Team, and Catering.

## **Job Expectations**

- Arrive on time for scheduled shifts
- Notify supervisor of any and all workplace absences and leave
- Take initiative but seek assistance when needed
- Adheres to all departmental policies and stays current on procedural changes.
- Creates an environment that acknowledges, encourages and celebrates differences.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds.
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement.
- Adheres to all PSU policies including the policies on Prohibited Discrimination & Harassment, Professional Standards of Conduct, and Mandatory Child Abuse Reporting.

## **Minimum Qualifications**

- Enrolled in at least 6 Undergraduate credits or 5 Graduate credits per term.
- Meets all requirements for student employment listed in the HR Student Handbook.
- Ability to learn new technologies quickly and efficiently, including event management software (EMS) and diagram software (Social tables).
- Strong verbal and interpersonal communication skills and ability to multitask.

## **Preferred Qualifications**

- Office experience: phones, databases, calendar management.
- Customer service experience