

YOUNGSTOWN STATE UNIVERSITY

Auxiliary Services (.06)

Position Title: Front Desk Student Attendant/Housing Services

Position Description:

Front Desk Student Attendant provides support for a full range of activities in Housing Services. The FDSA must represent the office in a positive light at all times in both written and verbal communication. Must answer telephones for Housing Services in courteous, helpful manner, and take concise phone messages. Routinely checks all IDs, signs in visitors and monitors security cameras. Must effectively provide basic information concerning Housing Services, Auxiliary Services, and the University at large. Helpful, cooperative attitude a must for working in a service-oriented environment. General office skills include, but not limited to, copying, sorting and distributing mail. Assists with a variety of projects, and completes other duties as assigned.

Minimum Requirements:

- Effective oral and written communication skills, including the ability to answer telephone in courteous, helpful manner and to take concise phone messages.
- Interpersonal skills appropriate to working in a service-oriented environment.
- Ability to communicate and cooperate with fellow student employees and staff of Kilcawley Center & Auxiliary Services, University departments, and the University community.
- Knowledge of, or ability to learn, basic information related to Housing Services, Kilcawley Center, and Auxiliary Services, and general University information.
- Demonstrate helpful, cooperative attitude in responses to questions concerning the general University, University-wide events, and Housing Services.
- Ability to be self-directed, organized, and detail-oriented, providing neat and accurate completion of all work assigned.
- Commitment to, and respect for confidentiality. Sensitivity to, and appreciation for diversity.
- General clerical skills including, but not limited to, use of basic office equipment, filing, copying, distribution/sorting of mail.
- Understanding and ability to adhere to regulations outlined in Housing Services and Auxiliary Services Student Employee Handbook(s).
- Other duties as assigned.

Reports to: Housing Coordinator/Graduate Assistant, Housing Services

Date of Opening: Will call to post as needed.

Salary: Standard hourly rate as established by the University.