

POSITION DESCRIPTION

POSITION TITLE:	SU Desk Associate
SALARY RANGE:	\$15.00 per hour (general minimum wage)
REPORTS TO:	Director, Member Services
EDUCATION:	Ontario Secondary School Diploma, currently enrolled at Wilfrid Laurier University
TECHNICAL:	Proficiency in PC Windows computer systems an asset

SUMMARY:

The Students' Union Desk (SU Desk) is a customer service and central reception desk for the Wilfrid Laurier University Students' Union, providing students with general information, event and attraction tickets, technology rentals, undergraduate health and dental plan support, among additional services. You will provide a concierge type service to all visitors, in a friendly and professional way, answering general inquiries about the campus, the Students' Union and the community. You will remain well versed in the service offerings of the Students' Union and the University. Reporting to the Director, Member Services, you will maintain a high level of customer service by providing visitors to the Students' Union with information to aid in their student and community life by delivering accurate and timely service. In order to fulfill the aforementioned duties, you must be extremely well organized, detail oriented, have strong interpersonal skills and the ability to maintain a high degree of confidentiality.

SPECIFIC RESPONSIBILITIES:

Recognizing that the SU Desk Associate function encompasses a broad and wide variety of tasks and responsibilities, it is important to note that not all functions are contained within this definition, and the position itself should be ever changing and adaptive to best meet the needs of the Students' Union. Specific roles and responsibilities allocated to the position include, but are not limited to, the following:

- Operate in accordance to the Vision, Mission, and Guiding Principles, by-laws and policies of the Wilfrid Laurier University Students' Union;
- Remain knowledgeable of all applicable departmental and human resource policies and procedures of the Students' Union, as required;
- Deliver exceptional guest service through maintaining a professional atmosphere by providing efficient, courteous and friendly support;
- Maintain a clean and safe work environment, keeping the desk clean, tidy and organized at all times;
- Handle and maintain assets of the SU Desk with integrity and care;
- Remain well versed in the Undergraduate Health and Dental plans;
- Accurately complete cash-outs by reconciling cash as well as debit and credit transactions;
- Contribute to the team effort by accomplishing related duties of the Students' Union main office reception as needed; and
- Any other duties as assigned by the Director, Member Services.

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WORKING CONDITIONS & TIME COMMITMENT:

- Part-time position, with an expectation to work 5-15hrs a week;
- Traditional hours of operation for the SU Desk Waterloo are Monday through Thursday, 9:00am-8:00pm and Friday, 9:00am-4:00pm, and traditional hours of operation for the SU Desk Brantford are Monday through Friday, 10:00am-4:00pm;
- Due to the nature of the service industry, it should be noted that hours may vary, often being irregular, and may be modified at any time by the Director, Member Services; and
- Work will be mainly completed seated at a computer. As well, the following physical activities are required as a job function within this position:
 - Stretching, reaching, bending, stooping, crouching and/or kneeling for short periods of time.