Info + Tickets Desk Staff - works at the Information Desk in the lobby of the Student Center. The Info+Tickets Desk staff is responsible for answering questions about campus and community events, dispensing information about campus services, organizations, policies, procedures, and making sure that guests are greeted and acknowledged as they enter the building. Info + Tickets Desk staff members will take direction from and work with Professional Staff, Student Coordinators and Leads.

Responsibilities will include but shall not be limited to:

- Provide exceptional customer service to all who enter the building.
- Greet individuals as they enter the Student Center.
- Answer questions about the services available on campus and in the building.
- Sell tickets to all events managed by the Box Office.
- Be knowledgeable of events taking place on campus, including the Green Music Center.
- Have spatial awareness and be able to give directions.
- Occasionally answer basic A/V questions and set up A/V equipment.
- Anticipate issues before they happen and handle unplanned issues with professionalism.
- Maintain cleanliness at the Info+Tickets Desk, as well as throughout the building.
- Occasionally assist Operations with set-ups within the building.
- Assist the Building Lead with tasks throughout the building.

Qualifications include but are not limited to:

- Knowledge of the campus and its services
- Speak clearly and concisely
- Spatial awareness to give directions
- Lift 30 pounds
- Think analytically to facilitate troubleshooting in problem situations
- Requires the ability to use close vision and clearly and effectively talk and hear

Hours will include early mornings, late nights, weekends and holidays. Official Building Hours of Operation: M-F: 7 AM – Midnight | Sat/Sun: 9 AM – Midnight

Updated 8/27/15