

## **Welcome Center Staff Member Position Description**

The Welcome Center Student Staff Member is directly responsible to the Student Engagement Office/Coordinator of the Welcome Center. Welcome Center Student Staff Members serve as stewards of information, as well as a friendly face that greets **ALL** visitors to the Kennedy Center. They are also responsible for both gathering and sharing all sorts of information that is useful to the college campus as a whole.

### **Time Commitment**

- Staff members are scheduled in 2 hours shift increments. Work schedules are updated for the fall 12-week, fall 3-week, spring 12-week, and spring 3-week semesters.
- Attend and actively participate in all required training dates.

### **Overseeing Day to Day Welcome Center Activities**

- Responsible for both opening and closing of the Welcome Center.
- Gather and distribute information to visitors of the Kennedy Center
- Read and maintain the Daily Log to assure you know what has occurred on previous shifts and to let co-workers know what occurred on your shift
- Responsible for handling any sign-ups or ticket sales for on-campus and/or off-campus events
- Serve as a collection site for Lost and Found
- Serve as a Will Call Center for drop-off and pick-up of items
- Check in and out game room equipment for TAB and relay information to the Game Room Assistants.
- Check in and out keys for rooms in the Kennedy Center.
- Keep the bulletin boards and display cases up-to-date, if requested by the Student Engagement Office/Coordinator of the Welcome Center.
- Welcome Center Student Staff Members are responsible for completing any other tasks that they are assigned by the Student Engagement Office/Coordinator of the Welcome Center.

### **The Conditions for Employment**

- Welcome Center Student Staff Members must be in good academic standing (2.75 GPA cumulative) and achieve at least a 2.5 GPA each semester.
- The Welcome Center Student Staff Member agreement is for one semester only. Employment for the following semester is dependent on the Welcome Center Student Staff Member's performance the previous semester and is at the discretion of the Student Engagement Office/Coordinator of the Welcome Center.

### **Benefits**

- Welcome Center Student Staff Members gain customer services skills, excellent problem solving skills, and gain a better knowledge of how to interact with people on a day to day basis.
- Welcome Center Student Staff Members will be paid hourly at the state minimum wage.