



## **Position Description**

### **Wayne State University Student Center Division of Student Auxiliary Services**

#### **Student Assistant**

*Reports To: Student Reservation Manager(s) / Reservations Supervisor(s)*

#### **General Purpose**

*A Student Assistant is responsible for maintaining all aspects of the operations in the Student Administration Office and Information Desk. The Student Assistant's main responsibility is to ensure correct reservations for meetings and events held by Registered Student Organizations, University Departments, and Outside Organizations. The duties and responsibilities of a Student Assistant shall include, but not be limited to, the following:*

#### **Specific Duties**

- Support the operations staff in the Student Center by correctly making reservations for events and meetings to be held in the Student Center, and spaces on campus that are reserved by the Student Center Administration Office
- Reserve tables around campus for bake sales, literature, or vendors.
- Maintain the cash register in the Administration Office by recording sales accurately, and properly opening and closing the machine at the beginning and end of every workday.
- Assist students with the various printing services provided by the Student Center Administration office including printing, faxing, scanning, and copying.
- Utilize the WSUPD when issues arise around the Student Center.
- Provide information to students, faculty, alumni, and visitors about the various resources around campus and in the Student Center when asked.
- Accurately and completely fill out the Daily Revenue Report Form so that our staff and Wayne State University as a whole has a complete and accurate record of the sales made by the Administration Office.
- Participate in monthly Student Center Meetings.
- Accurately fill out Direct Bank Deposits so that students can deposit money into their student organization account with WSU.
- Keep up with and ensure timely responses from the Student Center Reservations Email.
- Arrive to your shift 5 minutes early following the dress code by wearing the Student Center polo or fleece with black or khaki pants.
- Keep up with Event Planning Forms sent to us to approve by the Dean of Students Office.
- Maintain the Lost and Found at the Information Desk.
- Collect our departmental mail from the fourth floor of the Student Center.
- Answer phone calls in the Administration Office from customers looking to reserve spaces and students looking for information.

- Enforce and inform clients on the various Student Center contracts that we have involving spaces, tables, and procedures around the building.
- Provide vending refunds to Students who have lost money due to faulty vending machines around campus.
- Rent out and maintain lockers in State Hall to students and alumni.
- Maintain the FISH principles.
- Perform other duties assigned by any member of the Student Center Administration team.

### **Specific Expectations**

- Using effective communication with all members of the staff. Furthermore, ensuring a positive environment by being supportive and inclusive.
- Provide exceptional customer service. This requires finding the “win-win” in every situation, translating to finding creative solutions to customer needs that do not negatively affect Student Center operations.
- Utilizing exceptional time management skills to ensure that all tasks can be accomplished during your shift and looking forward to complete future tasks, knowing that a last-minute change could affect our ability to work.
- Finding creative ways to solve problems. For those that cannot be solved, communicating those problems to the appropriate staff member or supervisor.