

Information Center Assistants

Information Center Assistants play an integral role assisting students, faculty, staff, and guests in acquiring information and purchasing tickets for special events sponsored by the Student Center. They must respond accurately to requests and inquiries about the university, the Student Center, and the greater Atlanta area, as well as perform counter sales operations. Information Center Assistants are frequently the first contact an individual may have with the University, and so must present and maintain a professional image, display a positive attitude, and respond accurately to requests and inquiries about the Student Center. It is a position that comes with much responsibility, accountability, and a high level of trust.

In coordination with Georgia State University's College to Career program, which is designed to improve students' career readiness, employment with the Student Center is designed to help students acquire, develop, and sharpen competency in the areas identified by employers as the most sought-after skills. They include:

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| * Career & Self Development | * Equity & Inclusion | * Teamwork |
| * Communication | * Leadership | * Technology |
| * Critical Thinking | * Professionalism | |

We aim to provide guidance in developing these outcomes which are transferable toward everyone's educational and professional goals.

Learning Outcomes and Responsibilities

Career & Self Development

- Job Knowledge: Knows and understands job description, what the job entails, and University and Student Center policies, seeking clarification when needed.
 - Understands all general tasks and responsibilities of an Information Center Assistant
 - Is familiar with the physical layout of the Student Center
 - Has a working knowledge of the services provided by the Student Center
 - Is aware of all events occurring in the Student Center during shift
 - Is willing to ask questions and make comments to better develop knowledge and abilities
- Self-Awareness: able to identify and articulate their personal strengths and areas in which they can grow in an evaluation, demonstrates ethical behavior, and articulates components of personal identity

Communication

- Communication: regularly communicates information to team members, customers, and team leadership, able to adjust communication style appropriately for the situation.
- Communicates event and facility related information to various Center staff including Building Managers, Maintenance, Building Services, and Event Management departments
- Keeps Maintenance and Building Services staff informed of custodial and maintenance needs
 - Keeps the full-time staff informed of relevant issues and/or concerns
 - Regularly reviews the 'Daily Event' sheet as to familiarize oneself with the day's events being hosted in the SC.
- Customer Interaction: Articulates information clearly, listens, maintains eye contact and focuses on individuals, asks open-ended questions to draw out wants/needs, and puts customers first.
 - Greets, directs, and properly assists guests
 - Helps students understand and cope with University procedures, particularly during registration periods and at the beginning of an academic term
 - Answers questions about Georgia State University, either on the telephone or in person at the Information Center, and transfers calls or takes complete messages as appropriate
 - Maintains a high level of professionalism and customer service
 - Provides accurate up to date information

Critical Thinking

- Decision Making and Stress Tolerance: Ability to make good choices (sometimes under pressure or a deadline) and understands how to use their talents and skills to best accomplish tasks.
 - Ensures the safety of the Information Center in the absence of professional staff
 - Makes judgment calls on the interpretation of Student Center policy as required

- **Problem Solving:** deals with unforeseen situations professionally, is adaptable, flexible, and able to work under conditions of ambiguity, uses resources to generate possible solutions, and makes appropriate decisions by using their knowledge and resources.
 - Makes self-directed and spontaneous decisions based off personal and positional knowledge base
 - **Enforcement of Policies:** Uses and enforces the rules of the job, making appropriate exceptions when needed.

Equity & Inclusion

- **Values Diversity:** shows respect for people whose backgrounds and perspectives are different than their own, recognizes and behaves respectfully when differences exist, and builds relationships with people whose backgrounds are different than their own.

Leadership

- **Goal Oriented:** demonstrates effective planning and visioning of the future and encourages self and others to accomplish goals.
- **Empowerment:** recognizes individual and group contributions, celebrates the accomplishments of the team and individuals, and encourages others.
- **Enterprising:** takes initiative, demonstrates willingness to think creatively, encourages evaluation of processes, and uses resources.
 - Ensures uncompleted and/or urgent tasks are carried through without being prompted.
 - Uses role to enhance the SC by providing suggestions when appropriate
 - Able to stay on task and complete all requirements of the position without constant advisement and direction
 - **Initiative:** Ensures uncompleted and/or urgent tasks are carried through without being prompted.

Professionalism

- **Accuracy:** Makes minimal errors, is precise, and works within allotted time frame.
 - Efficiently and accurately processes sales transactions for campus programs
 - Performs ticket inventory, monitoring change and ticket levels
 - Reviews event fact sheets
 - Checks and approves time approved by manager in OneUSG at the end of each pay period
 - Keeps and maintains records of both customer needs and available information
 - Accurately performs cash handling, clerical tasks, special projects, and other duties assigned by the full-time staff of the Student Center
- **Attendance:** Works during scheduled hours and arranges for replacement when needed.
 - Arrives on time for scheduled shift
 - Finds a replacement when unable to work scheduled shifts
 - Attends scheduled mandatory staff meetings and training sessions
 - Keeps supervisor(s) informed of changes in personal work schedule, training needs, and unable to work dates
- **Customer Satisfaction:** Follows through with customers to meet their expectations for service and is persistent and creative in meeting customer needs.
 - Follows up and contacts customers when information is not readily available (when applicable)
- **Integrity**
 - able to identify personal/professional values and belief systems
 - demonstrates positive examples for the team and peers
 - is honest with others, sets and adheres to high standards
- **Ownership:** Makes appropriate decisions regarding behavior and actions, recognizes and accepts responsibility for their actions, manages time effectively, acts in a dependable manner, and fulfills job requirements completely.
 - Works on projects to help develop the services offered by the Information Center
 - Contacts University offices and services to find the answers to customer questions and to establish referral sources
 - Keeps the Information Center and Campus Tickets Booth secure while on duty
 - Performs all duties of an Information Center staff member, as well as other duties requested by the Manager, and in their absence the Building Manager in charge
 - Works toward balancing life, school, and work commitments well to perform optimally as a Student Center employee
 - Meets with supervisor(s) periodically throughout the semester to discuss job performance and ideas for improving operations
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- Presentation
 - presents a positive image and reflection of self and the Student Center
 - Follows dress code, including a clean and professional appearance and wearing a nametag

Teamwork

- Collaboration: asks others for input and empowers others to act
- Group Participation
 - Attends staff meetings and contributes to dialogue, supports others, and appropriately adapts behavior in response to team needs.
 - Is flexible and open to substitute shifts
 - Is available and participates in rotating weekend shifts
 - Contributes ideas for changes and improvements to the Student Center
- Relationship Building: Builds relationships of trust and interdependence, relates well with team members of diverse backgrounds, interests, values, etc., and manages interpersonal conflict effectively.

Technology

- Email: Initiates and follows through on communicating with customers regarding the retrieval process of their belongings from the Lost & Found.
- Proficient in utilizing Web Based Applications:
 - Information Center daily activities tracking/staff information hub
 - Human Resources and Payroll/clocking in and out for your shift
 - Professional Development submissions

Minimum Skills and Qualifications

- Current Georgia State University Student (Undergraduate or Graduate)
- Ability to conduct self in a manner that creates a positive image of the Student Center and the University
- Ability to communicate with a firm but friendly tone to enforce the rules and mission of the department and works efficiently and effectively with patrons and building staff
- Ability to utilize critical thinking skills
- Must remain in good academic standing
- Must be familiar with the Georgia State University campus

Preferred Skills and Qualifications

- Cash handling and POS system reconciliation experience
- Customer Service experience
- Have successfully completed a minimum of one semester at Georgia State University

Human Resource Details

Reports to the Information Center Manager (a student position)

Pay rate of \$9.50 an hour

Shift differential pay applies when working outside of standard operating hours

10-20 base workday hours plus rotating weekend shifts

Available hours:	Fall & Spring Semester	Summer Semester
Monday-Thursday	7 a.m. – 11 p.m.	7 a.m. – 6 p.m.
Friday	7 a.m. – 8 p.m.	7 a.m. – 6 p.m.
Saturday	12 – 9 p.m.	Closed
Sunday	2 – 9 p.m.	Closed
*** Works variable hours when assisting with Campus Tickets/SC West Info Kiosk		