SE Front Desk Assistant – Job Announcement 2017-2018

Position: SE Front Desk Assistant (Work-Study Preferred, but not required - 1 Position Open)
Reports to: Program Support Supervisor of Student Engagement

The Front Desk Assistant (DA) is an integral member of the Student Engagement team, serving as one of the initial representatives of our department. The DA works at the Student Engagement front desk, assisting in the administration and service of our office spaces. The DA, often the first contact to students, staff, visitors, and persons outside the UWT community, must demonstrate professionalism and customer service at all times, while also responding quickly and effectively in various situations.

UWT Student Engagement does not discriminate on the basis of race, religion, gender, sexual orientation, or disability.

Duties and Responsibilities:
• Provide excellent customer service to students, faculty, staff, and community members
• Staff the main office (MAT 103) during regular office hours (M-F 8am – 5pm)
• Be knowledgeable of all functions of Student Engagement including programs and services provided
• Perform clerical tasks including answering multi-line phone, scheduling appointments, filing, distributing mail, copying, and typing
• Assist Student Engagement staff with projects, trainings, and events
• Maintain Student Engagement spaces including storage spaces
• Provide appropriate referrals to other campus departments and programs
• Continuously learn about other departments and their functions to assist in appropriate referrals
• Attend required trainings
• Complete other duties as assigned

Minimum Qualifications:
All Front Desk Assistants must be a UW Tacoma student in good standing with the University and must have and maintain a minimum of a 2.5 UW cumulative GPA (2.75 preferred). In addition, an ideal candidate will meet the following qualifications:

Required:
• Exceptional customer service skills
• Strong communication skills (verbal and electronic)
• Ability to work both autonomously and with a team
• Friendly, positive and professional demeanor
• Reliable, punctual, conscientious, and exercises good judgment
• Flexibility and ability to multi-task
• Experience with Microsoft Office 2010, including Outlook, Word, and Excel

Preferred:
• Demonstrated experience working with diverse populations
• Prior customer service training and experience working in an office environment

Compensation: $11.15/hr
Schedule: Varies each qtr - Avg. 8-19 hrs per week (depending on availability and experience)
Application Procedure: Submit application materials to MAT 103-Kristi Soriano-Noceda or email noceda@uw.edu.
***Candidates with work-study will have priority.
This is an official Student Leader position which means you not only perform the duties assigned here, but you also lead, support and connect students to campus opportunities that build our campus culture. As a Student Leader you will be required to attend a Student Leader Retreat with other Student and 2 hour trainings each quarter (dates TBD).

**PART I: Personal Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Student ID#</th>
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<tbody>
<tr>
<td>Address</td>
<td>Phone (Home)</td>
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<tr>
<td>City</td>
<td>Zip</td>
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<tr>
<td>UW Email</td>
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<td>Academic Program</td>
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<td>Projected Graduation</td>
<td>Cumulative GPA</td>
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**PART II: Resume**

Please provide a resume of work experience, relevant class work, leadership and volunteer service, and other related experience. Specifically, we are looking for leadership potential, transferable skills, and any experience that you believe would help you succeed in a leadership position. The resume should list at least two (2) references. **Students are encouraged to visit Career Services MAT 106 prior to applying.**

**PART IV: Signature**

I certify that all answers given by me to the questions in this application are true and complete. I understand the falsification, omission, or misrepresentation of fact on this application may be cause for denial of employment or immediate termination of employment if hired, regardless of how discovered.

**Please note that by signing below, you also give permission for access to your educational records including GPA, class schedules, and conduct records. Background check also required if offered a position. These will be used for verification purposes only and will only be shared as appropriate.**

Applicant Name (Print)  Applicant Signature  Date