

Front Desk Staff

The Learning Center, Division of Student Life

The mission of the Learning Center is to provide students with opportunities to increase and enhance their academic skills and abilities through cultivating effective learning practices. We support investment in learning and studying, and respect individual learning styles. We believe in creating an environment that is conducive to learning as well as serving as role models. With the goal of creating lifelong learners, we strive to support students' endeavors towards self-confidence and higher academic achievement and performance.

As a member of our front desk, your duty is to welcome students and staff as well as provide insight on what the Learning, Writing and Speaking Center's offer to students. Front desk staff are expected to uphold the Learning Center mission as well as help maintain the excellent reputation of the Center.

Primary Responsibilities of Front Desk Staff

- 1.) **Represent the Learning Center in the best way possible** by providing outstanding customer service and exceptional knowledge of the Learning, Writing and Speaking Centers.
- 2.) **Welcome all guests**
 - a. Staff, students and faculty will visit our center daily. Front desk staff must ensure each guest receives help with any and all of our services
- 3.) **Answer the main office phone line and e-mail accounts**
 - a. Forward all lines of communication to the correct person in our office (Director, Assistant Director, Program Assistant, Graduate Assistants, and Writing Consultants.)
- 4.) **Assist with creating student appointments**
 - a. Students may need assistance when creating their tutoring, writing or speaking center appointments. You must be able to create these for the students or walk them through the necessary steps.
- 5.) **Maintain contact with the Learning Center Program Assistant** throughout the semester
 - a. Discuss observations of Learning center administration, make suggestions for new operations tactics and evaluate and give feedback on current Learning Center processes.
 - b. Promptly notify the Learning Center Program Assistant about issues encountered or potential problems that need to be addressed.
- 6.) **Facilitates the introduction of Peer- Peer tutor when necessary**
- 7.) **Assists with troubleshooting** computers, printers or general problem areas as needed.
- 8.) **Manage Center maintenance**, ensuring areas are clean, and supplies are stocked.

Additional/Logistical Responsibilities of Front Desk Staff

- 1.) Maintain a high level of customer service and represent the Learning, Writing, and Speaking Center's in an outstanding manner.
- 2.) Complete all necessary personnel paperwork, and accurately submit all hours worked via the e-Timesheet system by the submission deadline provided.
- 3.) Maintain confidentiality about matters such as class standards, grades, and student complaints.
- 4.) Model appropriate professional attitudes and behaviors, and serve as a resource to staff, students and other members of the USF community.

Requirements/Qualifications

- Fluency in English is required.
- Must be enrolled full time at the university.
- Front Desk staff should possess the following qualities:
 - Self-motivation
 - Strong Communication Skills
 - Patience
 - Positive Attitude
 - Professionalism
 - Reliability

Time Commitment and Compensation

Front Desk Staff is hired on a one-semester basis, with the option to return in subsequent semesters based on program needs, availability, and satisfactory performance. Front desk staff can work a maximum of 25 hours/week (20 hours/week for international students) at an hourly wage of \$16.00/hour. *Please note all compensation is taxable.*

Supervisors

Rachel Brunson, Assistant Director, Learning Center

Haley Rietman, Program Assistant, Learning Center

Application Procedure

More information can be found on the Learning Center "Employment Opportunities" webpage (<https://myusf.usfca.edu/lwsc/lwcjobs>) under "Front Desk Staff"

Please contact Haley Rietman at hrietman@usfca.edu or 415-422-6713 with questions about this opportunity, including how to apply.