

BOWIE STATE UNIVERSITY POSITION DESCRIPTION

Title: Student Center Team Assistant

PIN:

Job Group: Non-Exempt

Job Class Code:

Department: Student Center

Grade/Pay Level:

Departmental Approval By:

Date:

Human Resources Approval By:

Date:

REPORTS TO: Student Center Manager

PURPOSE: Under direct supervision of the Student Center Manager, performs the full range of multi-functional clerical/operational duties in the Game Room, Bulldog Card Office and the Student Center 3rd Floor Front Desk.

DUTIES & RESPONSIBILITIES:

- Receives and directs incoming calls and visitors. Responds to general inquiries requiring research or interpretation of relevant departmental policies and procedures.
- Operates office equipment such as multi-line telephones, personal computers, facsimile machines, and photocopiers.
- Physically required to assist in event set-ups, support and breakdowns.
- Assist in the operation of the ID Card System (takes photos, print identification cards, research Bulldog Card transactions etc.)
- Assist with event ticket sales and or event sale operations (football\basketball games, theatre events, SGA events)
- Assist with setups for audio and visual equipment and room arrangements for meetings, also assist in running of Student Center related Programs.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

Working knowledge of Word, Excel, email and internet. Ability to effectively deal with deadlines and to prioritize multiple projects simultaneously. Excellent organizational skills as required. Ability to communicate effectively both orally and writing.

MINIMUM TRAINING & EXPERIENCE:

A high school diploma and two years of office experience are required. Demonstrated experience providing superb customer service is required.

CONDITIONS OF EMPLOYMENT:

Evening and weekend work required as needed.