

Front Desk Specialist – Job Description

Statement of Purpose

The Front Desk Specialist is the face of the Academic Success Center. This position will greet students and visitors, support the programs offered by completing administrative tasks, provide information on services and direct inquiries to the proper departments.

Qualifications

Front Desk Specialist staff requirements include:

- Active undergraduate student status (registered for at least six credits)
- Minimum cumulative GPA of 2.5
- Excellent communication skills
- Ability to effectively communicate concerns from a student client to supervising professional staff
- Interest in helping others

Applications

For consideration, applicants must submit a completed application on Handshake. Select applicants will be invited to interview.

Contact for Front Desk Specialist

DeAnn Zalom, Special Assistant

Academic Success Center

Center for Undergraduate Excellence,
Suites 114 / 169

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Job Description

- Perform receptionist duties by greeting University employees, students, and visitors, and directing them to the appropriate areas or persons
- Provide information or materials to routine inquiries, answering the telephone, taking messages or routing calls according to office procedures
- Support several academic programs by making reminder phone calls and making or canceling appointments as appropriate
- Communicate information to the Academic Success Center team
- Data entry and other administrative duties
- Familiarity with applications associated with Microsoft Office, and willingness to learn new technology
- Exercise discretion in the performance of assigned duties by being knowledgeable of University and/or departmental policies regarding confidential materials
- Professionally represent the Academic Success Center