**Information Desk Union Associate Job Description**

**Job Summary:**

The West Chester University Sykes Student Union Information Associate is employed to serve as a resource and ambassador for West Chester University. Union Associates provide clear and concise information, via telephone or in person, about the Union, University, and/or Community. Union Associates work directly under the supervision of Student Directors (SDs), Sykes Professional Staff, and Sykes Union Graduate Assistants (GAs).

Desk coverage occurs on Monday-Thursday 8am- midnight, Friday 8am-1:30am, Saturday 8am- midnight, and Sundays from 10am-midnight.

**Job Duties:**

**Customer Service**

* Maintain a working knowledge about what is happening at West Chester University and in Sykes Union.
* Manage incoming phone calls including transferring to the correct office/person and taking messages.
* Giving out keys for the Student Organizations’ offices.
* Enforcing and abiding by university policies and the student code of conduct.
* Serve as a resource about Sykes Union and the campus.
* Read Campus Email and Blackboard on every shift.
* Maintain lost and found policies and procedures.

**Building Operations:**

* Monitoring and upholding the policies of Sykes Student Union
* Maintaining a flow of information to all Union Professional Staff, Graduate Assistants, and fellow student employees as needed.

**Fiscal Responsibilities:**

* Maintaining the laptop loaner program

# Facilities and Maintenance:

* Monitors building and facility maintenance needs and reports major repair needs to appropriate departments such as maintenance, custodial, and technology logs.

**Building Security:**

* Must exercise care in safeguarding all property and equipment of the Sykes Student Union.
* Must be alert to any unusual occurrences such as vandalism, theft, fire, and illness. In such situations, uses judgment in reporting problems to either Union staff or University Police.
* Must facilitate 1st floor evacuation and building emergency procedures when necessary.