Student Activities Facilities

Senior Information Desk and Box Office Attendant

*U99585 AC Code: 11120 Pay Rate: $8.00*

Job Description

Student Activities hires responsible and highly-motivated students to work in the various areas of its department. Because students act as representatives of the office and the University to other members of the Notre Dame family and campus visitors, it is required that all staff members be customer-service oriented and team players. In particular, we seek students who best exemplify our core values of service, relationships, and continual improvement.

Senior Information Desk Responsibilities:

- Assist in the coordination of the Information Desk Staff, including scheduling and training.
- Help in planning Fall Training for the Information Desk Staff and help coordinate additional training opportunities throughout the academic year.
- Assisting with the management of Information Desk Inventory.
- Assist in the management of the Ticket Box Office through prepping and recording ticket sales.
- Take part in the Information Desk Staff recruiting and hiring process for the upcoming year.
- Meet with the LaFortune Program Services Manager regularly.
- Work closely with the LaFortune Program Services Manager on special projects and assignments.

Regular Information Desk Responsibilities:

- Responsible for operating the LaFortune Information Desk and Box Office, which includes selling tickets, selling Notre Dame Merchandise, serving as a campus-wide information source.
- Held accountable for reconciling cash drawers before and after each shift.
- Acts as a customer service representative for LaFortune Student Center, assisting guests with their various needs, and directing phone calls appropriately.
- Managing the upkeep of the Information Desk storefront by restocking and keeping inventory of merchandise.
- Report and collect Lost and Found items, and notify person if possible.
Student Activities Facilities

- Assist in renting out and distributing equipment to student organizations and clubs.
- Utilize cash register system, credit card terminals, and domer dollar terminals to ring up customers.
- Distribute and notify people of packages to be picked up at the Information Desk.
- Other Tasks as assigned.

Expectations and Skills:

- Must have worked as an Information Desk employee.
- Possibility of moving back to campus a few days prior to the start of the semester to prepare for Fall Training.
- Must be people-oriented, provide outstanding customer service, have good cash handling skills and be knowledgeable of campus life and activities.
- Must be knowledgeable of university resources and campus locations.
- Pay attention to detail and ability to follow proper procedure and protocols
- Ability to prioritize accordingly and work on multiple tasks.
- Oversee the work of Information Desk Staff.

Hours:

Will be required to cover rotational shifts on Football Saturdays, including one during game shift. Shifts are scheduled between 8:45 AM - 11:00 PM Monday through Friday and 9:00am – 2:00pm on Saturday. Minimum of 1 Night Manager Shift per a semester is required. Average 3-12 hours per week (depending upon availability). 1 position available.