



OFFICE OF DIVERSITY AND INCLUSION

ODI Front Desk Student Worker

See application details below

Job Description

A front desk student worker ensures the Office of Diversity and Inclusion front desk is covered during their assigned shift during regular business hours Monday – Friday 8AM -5PM. Their main duties include welcoming and assisting visitors/guests, answering telephone calls, and keeping the suite clean and safe for everyone and other duties as assigned.

Duties and Responsibilities

- Assist and greet incoming visitors/guests.
- Answer telephone.
- Assist ODI staff with projects as requested.
- Keep front desk clutter free and organized and the rest of the suite clean and professional looking for visitors/guests.
- Distribute incoming mail to staff.
- Empty the suite trash
- Restock copier with paper and ink
- Keep the ODI Storage room and storage cabinets organized
- Assist with marketing and promotion for ODI programs and activities.

Skills and Qualifications

- Customer Service
 - front desk attendants are the first people that customers/clients/guests see and talk to; how they greet, treat, and respond to them forms their first impression of the company
- Communication
 - because they will be communicating with varying levels of internal and external customers over the phone, in person, and via email, front desk attendants need to have excellent verbal and written communication skills
- Flexibility
 - availability to work shifts, that may include day, evenings, weekends and/or holidays when office is open
- Multitasking skills
 - answering the phone, assisting customers at the desk are a few of the duties that a front desk attendant may have to perform simultaneously
- Ability to think fast on feet
 - to handle situations or emergencies that might arise and require a quick decision and/or action

In addition to individual duties unique to each position, student staff may be expected to participate as a member of the ODI team in some of its programs and services that may go beyond the job description. This may include attendance at ODI training sessions, special events and celebrations. Open communication should be maintained with all other ODI staff. Student staff members are an integral part of ODI and influence the goals of the office.