



Info Booth Attendant

AREA: Office for Campus Life

DATE: August through May

REPORTS TO: Associate Director

STARTING SALARY: \$11/hour

OFFICE FOR CAMPUS LIFE MISSION STATEMENT

In supporting the mission of Tufts University, the School of Arts, Sciences, and Engineering, and the Division of Student Affairs, the Office for Campus Life aims to foster a balance for all students between curricular and co-curricular opportunities. In recognizing that an essential part of a student's growth takes place outside of the classroom, the Office for Campus Life strives to provide all Tufts students with exceptional programs, services, and opportunities to create well-rounded, independent thinkers who become effective leaders in college and beyond.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ⇔ Staff the information booth and provide services such as answering phones, sending faxes, selling stamps and event tickets, renting game equipment
- ⇔ Greet visitors and answer questions
- ⇔ Receive a high volume of questions about events, ticket sales, campus locations and departments
- ⇔ Perform accurate cash transactions including sales and deposits
- ⇔ Ability to work in a cooperative team setting
- ⇔ Be aware of all general information about the University
- ⇔ Attend all scheduled meetings (Mondays @ 12pm) and training sessions
- ⇔ Perform other duties as assigned

QUALIFICATION STANDARDS

Individual should have knowledge of and/or willingness to learn the operations and services of the Office for Campus Life and Tufts University. Successful individual must have effective customer relations and communication skills. Employee must be available to work shifts between 10:30am and 10:30pm. Employee must be an enrolled student in good academic standing for the school year in which employment is being requested.

TRAINING

Proper training in Campus Life policies and procedures is required to perform adequately in this position. Training will be provided and paid by OCL staff. Employees must be available to return to campus for training in late August.

TO APPLY

Applicants must submit a current cover letter and resume. Your cover letter should outline the following:

- Why do you want to be part of the OCL team?
- What contributions will you bring to the OCL team?
- How do you define quality customer service? How will you provide it?
- What do you hope to learn from this experience?

Application materials may be hand-delivered to the Office for Campus Life, or emailed to ocl@tufts.edu. Applicants will be contacted within a few weeks regarding the status of their application and to possibly set up and interview. For additional information, please contact ocl@tufts.edu.