

JOB SUMMARY: The Office Support staff is the first point of contact for the Student Center Operations, Conference Services and Student Activities offices. This position involves receptionist and clerical duties.

Supervision: This position reports directly to the Office Manager. Cross-supervision is provided by other full-time staff.

Responsibilities include, but are not limited to:

- Greet customers at the front desk
- Determine customer needs and assist them
- Answer phone calls, using resources to assist customers with general and specific inquiries about Student Center Operations, Conference Services, Student Activities, other departments and events as well as general Temple questions
- Filter customers to the appropriate staff
- Oversee flyer approval process
- Post flyers for Student Center board locations
- Perform secondary duties (filling copier paper, empty shredder and mail pick-up)
- Attend mandatory meetings, trainings, events and complete in-service curriculum requirements
- Perform other duties as assigned

Qualifications

- A term GPA of 2.5 or better at the time of application. A term GPA of 2.5 or better must be maintained throughout employment.
- Availability to work 8:30a-5p Monday through Friday, 10-15 hours per week
- High level of professionalism
- Prior customer service experience preferred
- Demonstrated ability to work independently
- Basic computer skills
- Prior customer service experience preferred