

Employment at SAE

University of Mary Washington
Student Activities and Engagement

SAE Front Desk

- 10-15 hours a week
- Starting Rate: \$7.50/hr
- Start Date: August, 2016

Summary

The Office of Student Activities and Engagement acts as a resource to over 130 UMW student organizations, all of which have access to the amenities provided by SAE. Front Desk Staff will assist the office in managing requests submitted through MyUMW, by email, over the phone, in person, as well as with day-to-day office operations. They are the first point of contact for those entering the SAE Office and thus must possess strong customer service skills as well as the ability to multitask in a fast paced environment. A basic knowledge of Microsoft Office, Google Apps, and MyUMW is preferred, however additional training will also be provided. Additional responsibilities will include, but are not limited to, reviewing and approving flyers for posting on campus, submitting daily shift reports, submitting work orders when necessary and other duties as delegated by the professional staff.

40% - Office Operations

- Greet and assist all those who enter the SAE suite, providing excellent customer service.
- Answer and/or research correct responses to questions/requests posed to SAE.
- Compose and submit daily shift reports, which will be used as documents to brief the next employee on shift, as well as your immediate supervisor, of what was accomplished during your shift.
- Review and approve flyers submitted by student clubs and organizations, making sure that they meet university posting guidelines.
- Maintain and stock office equipment.
- Submit work orders for SAE when asked and/or it is deemed necessary.

40% - Managing Requests

- Implementing knowledge of Microsoft Office, Google Apps, and MyUMW software when receiving and responding to inquiries and requests submitted through MyUMW, email, over the phone and in person.

- Develop and maintaining a working knowledge of how to process Event Requests as well as general SAE policies and procedures and relay this information to interested parties.

20% - Other Duties as Assigned

- Perform tasks assigned by professional staff willingly and efficiently.
- Notify the appropriate staff when necessary of any issues, conflicts, or pertinent information.
- Assist SAE staff in setting up for events
- Participate in staff training.

Qualifications:

- Possess strong leadership, organization and problem solving skills.
- Strong time management skills, including arriving to all shifts on time.
- Ability to manage multiple tasks at one time.
- Takes initiative and has a sense of responsibility.
- Attention to detail and completes work in an efficient and timely manner.
- Ability to work with computers, Microsoft Office Suite and MyUMW.