



## **Vol Study Center (VSC) Desk Assistant – Job Description**

**Title:** Desk Assistant

**Department:** Vol Study Center, Academic Success Center

**Reports to:** VSC Coordinators

### **Job Summary**

Desk Assistants greet and direct all visitors to the VSC, handle incoming calls utilizing a multi-line phone system, schedule appointments, enter data, assist with student printing services, and keep the Vol Study Center space stocked and clutter free.

### **Minimum Qualifications**

- Excellent communication skills
- Professional behavior
- Current UT undergraduate students, **with a minimum 2.75 GPA**; (must maintain good academic standing)
- Reliable, personable, and have a strong desire to work in a service-oriented capacity
- Customer service experience is preferred, but not required.

### **Key Responsibilities of the job**

- Update timesheet in IRIS each day you work (FWS: use JobX timesheet)
- Sign in on daily log sheet
- Greet and assist all visitors of the VSC
- Monitor PLA/SI sign in and post photo card
- Schedule appointments through Vol Academic Connect.
- Submit an appointment form for each appointment scheduled
- Answering phones
- Monitor cleanliness of VSC space and spot clean as necessary
- Monitor snack area and refill as needed
- Inventory snacks and report low stock to coordinators
- Monitor printers and refill paper as needed
- Enter data for VSC in a timely manner
- Assist with other duties as requested/assigned
- Assist with staffing outreach events as a representative of the VSC
- Posting flyers or other advertisements on-campus
- Open up VSC or close as shift time indicates
- Other responsibilities as assigned by VSC Coordinators, VSC GAs, or Associate Director