



ETHNIC &
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EIS Office Student Assistant Manager

The Office Student Assistant Manager (SAM) works in the EIS Suite under the supervision of a EIS Administrator and Manager and/or Director of EIS. The role of SAM is to provide excellent customer service standards for dress, greetings, phone calls, good working knowledge of current and upcoming events and expedient customer response. Support emergency response processes as needed by the suite manager. Attend required student employee staff development meetings/programs.

Responsibilities & Expectations

1. Provide front desk coverage between the hours of 8am to 5pm daily in the suite. On Wednesdays, he/she will cover the area from 8am to 7pm.
2. Sign guests in and out of the suite as well as provides friendly and professional customer service at all times.
3. Answer phones and responds to inquiries of guest and the general public. Make deliveries around campus. Review and answers e-mail, social media and voice-mail. Submit IT and suite work order requests. Posts payments correctly and timely, provide receipts when needed. Perform light cleaning duties, i.e. trash, shredding office, kitchen, and computer room. Completes all the work given as it relates to front desk responsibilities.
4. **Participate in mandatory trainings, starting in mid-August before fall classes begin, and assist with Orientation and Welcome. No exceptions will be granted unless an emergency arises.**
5. **Participate in the off-campus, weekend Intercultural Retreat in Nov. 2014.**
6. Sign out tablecloths, lab top, camera and other equipment. Filing paperwork, keeps updated calendar, and front desk organized at all times.
7. Maintain security by becoming familiar with surroundings. In addition, she/he is aware of who works in each floor as well as knows the names of the departments represented in Malone.
9. Be available to assist with Welcome, Orientation, Open House and Preview Days, student appreciation day, trainings, etc.
10. Develop and maintain a close supportive working relationship with the EIS Department professional and student staff members as well as the Student Affairs Division.
11. Read and become familiar with administrative procedures and resources contained in the EIS Policies and Procedures Manual and the Student Handbook.
12. Encourage other front desk help to accept responsibility for their actions. Remain in good social and academic standing with the University.
13. Uphold high standards and live in accordance with the policies outlined in the EIS Policies and Procedures and the Student Employment Policies. Failure to do so may result in job action including dismissal.
14. Immediately report work-related progress and problems/concerns to the EIS Director.
15. Other duties as assigned.

Qualifications

1. Minimum 2.5 cumulative and major GPA at the time of application and throughout the recruitment and employment term.
2. Possess excellent customer service skills; understand front desk operations; attention to detail; desire to learn about EIS and its daily operations in order to share such information with individuals who seek knowledge. Positive attitude, team player, and strong work ethic including strong organization and leadership skills.
3. Commitment to diversity education and social justice
4. Strong organizational and leadership skills
Previous experience in front desk work.
5. Must be available for all trainings (see application), and able to work both fall AND spring semesters.
6. Exceptionally strong oral and written communication skills as well as ability to set and meet deadlines.
7. Enrollment as a current LMU full time undergraduate student in good standing at the time of application and throughout the recruitment and employment term. Any individual currently on "Disciplinary Probation" is not eligible.



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8. Completion of at least one semester as a full-time student at LMU by the start of appointment.
9. Commitment to serving in the **position for one complete academic year**.
10. Federal work-study preferred.
11. No other campus jobs

Special qualifications:

Skill development areas: Communication, Intercultural proficiency, Student learning

Primary outcome domain: Knowledge acquisition, construction, integration,

Secondary outcome domain dimensions: Connecting knowledge to other knowledge, ideas, and, Reflective thinking, Effective reasoning, Creativity

Compensation

On average, the EIS SAM works up to 10 hours per week. Some evening and weekend hours required. The SAM is paid hourly according to the LMU's Student Employee Pay Scale set by Payroll.