



Title: Staffer/Attendant

Area: UMC Reception

SA Level: SA I

Pay Rate: \$16.00/hour

Schedule: Variable hours in fall, summer and spring semesters

- The reception desk is staffed at all times when the UMC is open for business.
- No more than 50 hours total per two-week pay period during spring and fall semesters.
- Monthly schedule arranged each semester.
- Flexible around class schedule.
- Mostly closing shifts in the evenings to midnight or 1 a.m.
- Weekend opening, midday and closing shifts.
- Weekday mornings when necessary.

Eligibility: Must be enrolled in six credit hours for undergraduate students, three credit hours for graduate students. Summer eligibility requirements also apply.

Work Study: Welcomed, but not required.

Application Deadline: Open until filled.

Description of Work Area

UMC Operations supports and maintains successful day-to-day functional and auxiliary business operations both in the UMC and on campus.

Position Description

UMC reception desk staffers are the front line of UMC employees – greeting guests, giving directions, answering questions, providing information and directing services throughout the building. They handle all types of inquiries, key access, radio communications and phone coverage for the building. The reception desk is the communication hub of the UMC and facilitates information getting back and forth to various departments.

Position Duties and Responsibilities

Duties include, but are not limited to:

- Interacting and assisting people who come up to the reception desk with an inquiry.
- Answering phone calls and questions about the UMC, campus and Boulder.
- Providing directions to locations inside the UMC, various buildings and locations around campus and popular attractions throughout Boulder and the surrounding areas.
- Locating resources, providing information, determining locations and providing answers.
- Securing several building areas after the UMC closes for business.

Responsibilities include, but are not limited to:

- Attending and/or completing all required and/or mandatory trainings and meetings.
- Participating in all UMC student employee trainings.
- Compliance as a campus security authority (CSA) and understanding mandatory reporting responsibilities.
- Wearing and maintaining required uniform items in the form of a department-issued shirt and name badge.
- Arriving on time for work, prepared to work, in uniform, including provided name badge.

- Reviewing and approving weekly timecard, verifying hours worked.
- Monitoring hours worked to comply with CU student employment policies.
- Replying in a timely manner to email information from a supervisor or manager, which is an official means of communication for this position.
- Closing the second floor of the UMC, accounting for all keys that have been checked out.
- **May** be asked to assist in emergency situations, however, no UMC staff member will ever be expected to risk personal danger or participate in any life-threatening duties as part of this position.

In addition, any other job duty assigned or deemed necessary by a supervisor or manager, is included as a responsibility of this position. UMC reception desk staffers hold a position of trust and thereby must accept responsibility for projecting a professional work image that represents the values of the UMC. Moral integrity is paramount at all times.

Required Skills

- Willingness to work independently and as part of a team.
- Ability to communicate clearly and effectively; read, write, speak, listen to, comprehend and follow specific instructions; and recall conversations.
- Availability to attend at least one monthly training meeting during a weekday evening.
- Availability to attend other required trainings that may occur on a Saturday or Sunday.
- Willingness to learn with a positive attitude.

Preferred Skills

- Customer service experience.
- Previous experience at a front desk .
- Any language or communication skills in addition to English.
- Ability to remain calm and collected in high-stress situations.
- Flexibility to change schedules on short notice.

Learning Outcomes

The UMC is dedicated to supporting the learning and development of the whole student. We strive to provide training opportunities as well as coaching and evaluation feedback for all our student employees. The UMC also understands that student learning and development is a dynamic process, and the student holds the responsibility for engaging in these opportunities. While at the UMC, you can expect to gain experience in the following areas:

- Communication and Interpersonal skills: practice active listening and receiving feedback, engage in empowered conversations with supervisors and colleagues, create clear and effective communications in person and in writing, and learn to positively represent the UMC and our mission.
- Problem Solving: proactively address issues in your work area and develop critical thinking abilities, conflict and crisis skill management, seek support from your team, develop confidence and autonomy in your role and follow through on projects.
- Professionalism and Leadership: Exhibit responsible decision-making and personal accountability. Dressing appropriately for your role, exercising leadership in job responsibilities, practice with professional development, following UMC professional guidelines for timekeeping, work hours and working with the public, practice with time keeping software.

- Creating a Safe and Inclusive Environment: learning to encourage and promote a welcoming environment in the UMC, attending Diversity trainings, contributing to creating inclusive spaces and supporting the Student Affairs Division inclusion statement.

Job-specific Learning Outcomes

- Problem-solving by researching information sources
- Phone and radio communications
- Lost-and-found property intake, logging, notification and dispensing
- Become an expert on giving directions
- Customer service

Required Trainings for Position

- CU Discrimination and Harassment Policy
- UMC New Student Employee Orientation
- Diversity training (one each semester)
- Campus Security Authority (CSA or Clery Act)
- CPR/first aid/ AED

Recommended, but not required

- TIPS (responsible alcohol service)
- Active Harmer Response
- De-escalation techniques and conflict resolution
- Critical Incident Response

To apply for this position, you must submit the following:

Please fill out an application at colorado.edu/umc/student-jobs.

Job Posting Contact

UMC Reception Desk, 303-492-6161

UMC Mission Statement

As the heart of campus, the UMC supports students' academic success by providing opportunities for student involvement, leadership development, and entertainment in a welcoming and inclusive environment.

UMC Values

The following core values guide the decision-making and planning of the UMC:

- Diversity and inclusivity
- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs and services
- Student development
- Sustainability

Student Affairs Inclusion Statement

The Division of Student Affairs values the diverse backgrounds, histories, identities and life experiences of every member of our community. We strive toward inclusive excellence in making our policies, processes and actions socially just and equitable. We celebrate and embrace differences. We are committed to welcoming and including diverse groups and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

The UMC is an Equal Opportunity Employer

The UMC does not discriminate in any condition of employment based on race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status.

Background Checks

The University of Colorado Boulder is committed to providing a safe and productive learning and living community. To achieve that goal, background checks for this position may be conducted.