

Position: Fraternity & Sorority Life Front Desk

Position Type: Student Assistant I, Undergraduates only

Compensation: \$15.00 hour; 12-15 hours per week during Regular Business Hours

Application Deadline: Open until filled. Priority will be given to those who apply before February 15

Position Description

This student assistant is primarily responsible for providing support to the Front Desk in the Fraternity & Sorority Life Office. Additional responsibilities include providing high-level customer service, assist with day-to-day organizational tasks, referring students when appropriate, marketing assistance, being the front line for the office and supporting other events in the department, when appropriate.

The FSL Front Desk is the first touch point for students, recognized fraternities & sororities, and campus partners coming into our office. The goal is to provide helpful, quick, and meaningful insight to individuals visiting our space ranging from processes for student organization to the events offered. Our office helps to build community, educate students about involvement opportunities, and provide fun and energetic environments.

Position Duties & Responsibilities

1. Manage front desk including, but not limited to, directing phone calls, guests, and issues to appropriate person or person(s)
2. Maintain a clean & welcoming environment at the front desk.
3. Monitor and track supply needs ranging from pens to flyers promoting events.
4. Provide additional support to areas of Fraternity & Sorority Life as needed.
5. Assist with day-to-day organizational tasks including, but not limited to, tracking recruitment registrations and inquires, organizing chapter rosters, updating community-wide census information as needed.
6. Provide social media support and other marketing efforts as needed (ex. Attend FSL events to take photo/video content for social media)
7. Provide excellent customer service.
8. Learn and practice approaches for providing basic information to student organizations about their accounts, status, etc.
9. Be knowledgeable of and stay current with campus resources.
10. Perform other duties, as assigned.

Average Hours / Week

Ideal candidate will begin within 1 week of being hired and work 12-15 hours a week through the academic year.

Required Skills

1. Excellent clerical, computer, customer service, event planning, time/project management, and organizational skills.

2. Excellent communication and organizational skills.
3. Must be able to work well with diverse groups, have strong communication skills, demonstrate a positive attitude, and a strong ability to trouble shoot situations, be responsible, dependable, and willing to take initiative.
4. Ability to use creative problem solving in helping student organizations.

Learning Outcomes

1. Analyze situations and construct thoughtful and professional response(s) using their training and on-the-job experience.
2. Articulate the mission of their unit and connect it to their tasks and responsibilities.
3. Ability to accurately understand and adapt behavior to cultural difference and commonality.
4. Constructive self-reflection of their choices, the impact on others and what can be done differently next time.

To apply for this position, you must submit the following

Resume with relevant employment and volunteer experience

Job Posting Contact

Please submit completed application and resume to Melissa Oxenhandler, Coordinator for Fraternity & Sorority Life via email to melissa.oxenhandler@colorado.edu.

Equal Opportunity Employer

The University of Colorado is an Equal Opportunity Employer committed to building a diverse workforce. We encourage applications from women, racial and ethnic minorities, persons with disabilities and veterans.

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 may be conducted.