

## Front Desk & Resource Center Assistant

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### **Position Announcement**

**Position:** Front Desk & Resource Center Assistant

**Position Type:** Student Assistant I

**Compensation:**

- \$16.00; 5-10 hours per week

**Work study is required. Undergraduates only.**

**Application Deadline: Position opened until filled.**

### **Position Description**

This student assistant is primarily responsible for providing support to the Front Desk and/or the Resource Center in the Center for Student Involvement. Additional responsibilities include providing high-level customer service, referring students when appropriate, being the front line for the office, staffing the front desk of the Resource Center, monitoring and tracking supply usage, and supporting other events in the department, when appropriate.

### **About the Center for Student Involvement**

As a unit within Student Affairs, the Center for Student Involvement is a multifaceted team working together to support students and student organizations. We create an engaging and inclusive environment that promotes leadership development, cultural awareness, and community involvement to help students find their passion and their place. Our vision is to connect all CU Boulder students with experiences that promote student success, personal growth, and a vibrant campus community.

### **Front Desk & Resource Center**

The Front Desk is the first touch point for students, student organizations, 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.

The Resource Center provides a variety of services to recognized student organizations, including printing, copying, teambuilding activities, collaboration space, as well as a variety of craft supplies. The goal is to connect students with resources, both internal and external to our office that will help their organization flourish on campus. Our office helps to build community, educate students about involvement opportunities, and provide fun and energetic environment.

### **Position Duties & Responsibilities**

1. Manage front desk and/or resource center 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 and resource center for CSI.
3. Monitor and track supply needs ranging from pens to flyers promoting events.
4. Provide additional support to areas of the Center for Student Involvement as needed, with a focus on programming.
5. Proactively monitor and track supply needs, including a wide variety of craft and printing supplies in the resource center.
6. Provide excellent customer service.
7. Learn and practice approaches for providing basic information to student organizations about their accounts, status, etc.
8. Be knowledgeable of and stay current with campus resources.
9. Perform other duties, as assigned.

### **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. Passion for graphic design/arts and crafts.
5. Ability to use creative problem solving in helping student organizations.

### **Average Hours/Week**

Average weekly hours are 5-10 hrs/wk.

### **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:

Please complete our online application form, located here: [CSI Student Job Application](#)

- You will be required to log in with your Identikey to complete this form.
- You will be asked:
  - To upload a resume
  - To provide your work availability
  - To write about any skills/experiences you have that will benefit the job

#### **Job Posting Contact**

For questions about the position please contact Jessica Gutierrez ([jessica.gutierrez@colorado.edu](mailto:jessica.gutierrez@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.