



Title: SA IV - Senior Reception Desk/Concierge Assistant

Area: UMC Reception Desk

SA Level: SA IV

Pay Rate: \$18.15

Schedule: 8-20 hours/week

Tuesdays and Thursdays, 2-6 p.m.

Additional hours scheduled with supervisor

Must be enrolled for 3 credit hours.

Work Study: Welcomed, but not required

Application Deadline: Open

Description of work area: The UMC Reception Desk

Position Description

Senior Assistant will supervise student staff and conduct hiring, training, shift scheduling and assist the Evening Events and Guest Relations Coordinator (EEGRC) with a variety of tasks relating to both the UMC and reception desk such as

- ❖ Reception desk coverage
- ❖ Review and update of the reception desk operations manual
- ❖ Development of policy for the expectation of conduct of student concierge and desk staff, as well as the development of operating procedures for both areas
- ❖ Collaborate on the creation and development of the UMC concierge program with the EEGRC and the UMC Assistant Director for Administration

Position Duties and Responsibilities

- ❖ **Student Staff Supervision**
 - Directly supervise 10-12 student employees. Responsible for the hiring, training, scheduling and management of all direct reports.
 - Organize and track all required student trainings and onboarding requirements
- ❖ **Desk Management**
 - Provide support to the EEGRC with desk coverage as needed
 - Develop and enforce policies and procedures for expectation of desk and concierge operations
 - Review and update reception desk operations manual as determined by the EEGRC
 - Maintain effective operation of reception desk and student portion of UMC concierge program
 - Schedule shift coverage and maintaining the schedule for student desk and concierge staff
- ❖ **Special Projects and Other**
 - Assist in the creation of the UMC student concierge position and the affiliated UMC student concierge program

- Facilitate the creation and rollout of the UMC student concierge position, including, but not limited to, creating a job description, posting applications, hiring and training
- Create an operations manual for the position
- Collaborate in the creation of the UMC concierge program
- Assist in the creation of a job description for the student concierge position, posting the position description, reviewing applicants, hiring and training

Required skills

1. Must possess a bachelor's degree and currently be enrolled in a CU Boulder graduate program and maintain a minimum of (3) credit hours
2. Exceptional customer service skills
3. Leadership, communication and writing skills
4. Experience with Word, Excel and Outlook
5. Ability to work independently
6. Ability to problem solve and think critically.
7. Ability to multi-task and prioritize, well organized
8. Establish and maintain effective working relationships with co-workers, supervisors and the general public in a diverse environment
9. Perform receptionist duties in an efficient, professional and courteous manner, maintaining a positive, welcoming, friendly attitude
10. Punctual, dependable, reliable

Preferred skills

1. Management or supervisory experience
2. Experience working in the customer service field
3. Shift scheduling experience
4. Ability to listen effectively and give advice
5. Highly self-motivated
6. Creative thinking

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 of 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

The UMC supports and is dedicated to student success and development through work opportunities that advance skills and talents that are taken with them when they graduate, and applied in their professional lives. Much of this support takes the form of various training opportunities the UMC provides, as well as coaching sessions which deliver feedback on job performance prior to an evaluation so that success is made much more possible. It is, however, the student's responsibility to take advantage of these opportunities and make the most of them. After having worked as the graduate student assistant for the EEGRC, the following are competencies that you should possess.

- **Communication and listening:** Display effective communication and listening with co-workers, supervisors and customers.
- **Organize and prioritize:** Identify the significance of duties, their relevance to an objective and be able to organize them for efficiency and prioritize them for importance in achieving the objective.
- **Problem Solve:** Show proficiency in problem solving for any challenge or complication that arises.
- **Leadership:** Demonstrate confidence and self-initiative when making decisions, using good judgment and taking charge or problem solving. Operate as a team player.
- **Customer Service:** Exercise impeccable customer service practices with the goal of ensuring the customer has a positive, satisfactory experience.

Required trainings for position

1. Discrimination and Sexual Misconduct
2. Campus Security Authority (CSA)
3. TIPS training
4. Diversity training
5. Student leadership training
6. Real Colors training

To apply for this position, you must submit the following

Complete the online application:

<https://na2.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=66184347-4b82-49d2-901d-128102980845&env=na2>

Job Posting Contact

Jill McWilliams, Event and Guest Relations Coordinator
jill.mcwilliams@colorado.edu

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 on the basis of 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 may be conducted.