Services Assistant
Office of the Dean of Students/Newcomb

Function & Specific Responsibilities
The services staff is responsible for providing high-quality customer service to Newcomb visitors. Services assistants staff the Newcomb Information Desk, Student Activities Center, Box Office, and Concession Stand. Services assistants are cross-trained in each of the following areas:

- Services assistants at the Information Desk and Student Activities Center provide accurate information to visitors of and callers to Newcomb. They provide information concerning events, activities, resources, and services throughout the University community and specifically for student organizations/CIO’s. They also operate the following services: lost and found, key sign-out, equipment check-in/out, student locator, FAX, student organization mail, and ticket sales. Specific responsibilities include:
  - Disseminate up-to-date and accurate information concerning CIO/student organization and University events, activities, resources, and services.
  - Issue and secure keys and equipment in accordance with the key and equipment check-out policies and procedures.
  - Perform duties related to lost and found, copier/printer, mail, and FAX services.
  - Maintain the information and One-Shot rack by organizing current materials and removing outdated information.
  - Sell tickets to University events while Ticket Office Manager is away from the ticket window.

- Services assistants at the Box Office support the current movie series by selling tickets and providing information regarding current and upcoming shows. Specific responsibilities include:
  - Sell tickets for scheduled events.
  - Maintain accurate records for ticket sales and complimentary tickets.
  - Provide complimentary tickets to individuals in accordance with the complimentary ticket policy.
  - Balance ticket records and proceeds and complete cash reports.

- Services assistants at the Concession Stand prepare and provide refreshments to theatre patrons. Specific responsibilities include:
  - Ensure that all refreshments have been prepared prior to theatre events.
  - Serve refreshments to theatre patrons.
  - Balance sales records and proceeds and complete cash reports.

General Responsibilities (applicable to all service areas)
- Be knowledgeable about CIO/student organization and University events, activities, resources, and services.
- Maintain a professional, organized, and clean service area.
- Maintain security of cash at all times until deposited.
- Treat all patrons courteously and with respect.
- Relay instructions and information to the next shift Services Assistant or Services Team Manager, as needed.
- Notify the Services Manager when supplies/forms are at a low level.
- Be aware of procedural and policy changes.
- Attend required training sessions and staff meetings.
- Perform other duties as assigned.

Commitment
This position requires a minimum of six (6) hours and a maximum of twenty (20) hours per week with beginning and ending dates to be determined by the Assistant Director for Programs & Outreach. Attendance at all training activities is required, including regular staff meetings. Prior to the start of fall semester, training typically begins one (1) week before the start of classes and lasts approximately three (3) days. Regular (every-other-week) training and update meetings are mandatory and will be scheduled each semester by the Services Team Manager(s). Evening and weekend work will be required. Proper attire and effort towards meeting program expectations is required.

Supervision Received
Services Team Manager (direct student supervision), Services Manager (direct professional supervision), Assistant Director for Programs & Outreach

Educational Outcomes
- Identifying issues and needs of the community.
- Developing collaborative relationships.
• Listening to others and negotiating differences.
• Establishing relationships with peers, faculty, and other mentors.
• Managing academic time to balance competing demands.