

STUDENT PROGRAMS & ENGAGEMENT

EXPLORE • ENGAGE • EMPOWER
BENTLEY UNIVERSITY

Student Center – Business Center Attendant Job Description

Title: Business Center Attendant

Supervisor: Assistant Director of Student Programs & Engagement

Pay Rate: \$12.75 / Hour

Position Summary

Business Center Attendants will serve as a primary point of contact for guests in the Student Center and be responsible for all Business Center services and resources. This job requires an individual to have an outgoing and friendly attitude to help provide outstanding customer service. Business Center Attendants are expected to greet visitors to the Student Center and Student Programs & Engagement and be a resource and steward of good customer service to all who find their way to the Business Center.

Responsibilities

- Maintain a central location to distribute information to students, faculty, staff, and visitors of the Student Center.
- Oversee services including printing, faxing, copying, ticket sales, poster printing, and general Student Center inquiries.
- Serve as an expert in the functional areas of Student Programs & Engagement and be able to answer questions and/or direct questions to proper offices and staff.
- Answer phone calls and respond to emails in the GA_SPE account.
- Answer questions relating to campus events, campus locations, departments, etc.
- Troubleshoot issues and concerns with the Business Center printers and work with Help Desk to resolve problems as needed.
- Coordinate all materials that will be distributed from the Business Center; including but not limited to, campus maps, movie tickets, and event information.
- Assist student organization with access to keys for storage closets and lockers.
- Manage and distribute student club and organization mail.
- Manage gaming equipment, such as pool and ping pong.
- Other duties as assigned by the Student Programs & Engagement Professional Staff.

STUDENT PROGRAMS & ENGAGEMENT

EXPLORE • ENGAGE • EMPOWER
BENTLEY UNIVERSITY

Scheduled Shift Times

Business Center Attendants staff the Student Center during all hours of operation. The Student Center is open the following hours: Monday-Thursday 7:00 AM – 1:00 AM, Friday 7:00 AM – 2:00 AM, Saturday 9:00 AM – 2:00 AM, and Sunday 9:00 AM – 1:00 AM. Scheduled shifts remain the same each week, with the exception of Friday/Saturday night shifts, which all staff members works on a rotating basis. Must have the ability to work a minimum of eight hours per week, and must give availability of fifteen hours for scheduling purposes.

Qualifications

- Must be a reliable, trustworthy, team player who will be a contributing member of the staff.
- Must have the ability to manage several projects at once.
- Must act in a professional manner and as a positive representative of the department.
- Must follow all Student Center and Student Programs & Engagement employment policies.
- Must attend all Student Center staff meetings and trainings. Staff are expected to return to campus early for mandatory training at the beginning of each semester.
- Must remain an enrolled undergraduate student at Bentley University, in good academic and judicial standing with the university throughout the length of employment. Current staff members can apply to return to the staff during their graduate year(s).

Mandatory Dates

Fall Semester Training: August 23-26, 2020

Spring Semester Training: January 14-17, 2021

Staff Meetings: Every other Tuesday, 2:00 – 3:00 PM

Spring Day: All employees will be required to work a shift on Spring Day (usually 1-2 hours)

- Attendance at all mandatory dates is expected from staff members. Candidates must address any potential conflicts during the interview process.
- Prior approval must be requested and granted in order to miss a mandatory obligation.
- Training dates are tentative. Please check with your supervisor before making travel arrangements.