

**BENTLEY**

# Student Programs & Engagement

## Job Description – Business Center Attendant

**Position Title:** Business Center Attendant

**Department Team:** Student Center Staff

**Pay Rate:** \$15.00 / Hour

**Supervisor:** Assistant Director for Student Programs & Engagement

### Student Center Staff Mission Statement

The Student Center Staff works to create a welcoming and engaging environment for all who visit the building. Staff strive to provide top tier services to all guests including outstanding customer service, creative solutions to any problems that arise, and a general safety and well-being to all. Staff members work diligently to ensure operations are running smoothly and efficiently, while maintaining a vibrant and inclusive atmosphere in all spaces throughout the Student Center. The Student Center Staff aims to create a space where students and visitors can feel comfortable and utilize the building as the “living room” of campus.

### 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, aquarium 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.

### **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 8:00 AM – 2:00 AM, and Sunday 8:00 AM – 1:00 AM. Scheduled shifts remain the same each week, except for Friday/Saturday night shifts, which all staff members work on a rotating basis. Some night and weekend shifts may be required. All shifts must be covered. Shifts are the responsibility of the person assigned to the shift and staff must find coverage for shifts they cannot work. Staff typically work between 8-10 hours per week, plus the occasional rotate weekend shift.

### **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 have the ability to work a minimum of eight hours per week and must give availability of fifteen hours for scheduling purposes.
- Must follow all Student Center and Student Programs & Engagement employment policies.
- Must attend all Student Center staff meetings and trainings.
- Must be able to return to campus early for mandatory training at the beginning of each semester. Staff members who live in campus residence halls will be approved to move into their rooms early for training.
- 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**

Tentative Fall 2023 Semester Training: August 27 – September 2

Tentative Spring 2024 Semester Training: January 17 – January 21

All SP&E Student Employment Staff Meeting: October 18 & March 20

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

Spring Day: All employees will be required to work a shift on Spring Day (typically 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.