

Information Desk Associate

Department: Student Engagement (Missouri River Wing – Room 1110)

Employer: Great Falls College MSU

Job Description:

The Information Desk has availability for an exceptional customer service-oriented student to fill a work study position.

Currently, this position is looking for work study students with the ability to work flexible daytime shifts Monday - Friday within the hours of 8am - 5pm. Adjustments for class schedule and preferred hours can be discussed.

The Information Desk is the first point of contact for all visitors (in-person and by phone) to Great Falls College. Individuals in this position are expected to provide a friendly welcome, positive attitude, and excellent customer service.

Duties include, but are not limited to:

- Provide a courteous visual and vocal greeting to campus patrons
- Offer assistance to in-person visitors to include answering questions or general campus information
- Guide or provide directions to requested location or event
- Answer the main multi-line phone and transfer to appropriate departments as needed
- Assist with projects assigned from Admissions/Recruitment & Enrollment (organizing files, stuffing folders, assisting with check-in for events, etc.)
- Maintain neat and clean reception area at all times.

Qualifications:

- Customer service skills
- Knowledge of campus and the Great Falls community
- Communication skills (both written and oral)
- Proficient in use of equipment and campus software including: computer, printer, multi-line phone, internet, BannerWeb, and Canvas learning platform

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