McAlister Auditorium Job Description:

INFORMATION DESK ATTENDANT

POSITION SUMMARY
The Information Desk Attendant is responsible for answering all incoming calls and assisting both callers and walk-up patrons with questions, information, and directions. Attendants will also assist with event set-ups, errands, and various office tasks as necessary.

MINIMUM QUALIFICATIONS

1. Tulane Student.
3. Demonstrated familiarity with all campus buildings. Knowledge of the location of departments and their respective offices.
4. Strong interpersonal and public relations skills. The ability to work independently and with diverse user groups.
5. Mature and professional in manner and appearance.
6. Able to lift 30 lbs.

KEY RESPONSIBILITIES

1. Answer incoming calls and direct callers to the appropriate office or employee. Answer inquiries about upcoming events or meetings and provide general university information.
2. Review Operation Reports for the current and following day’s meetings. Assist with meeting room and event set-ups as needed (i.e. unlock/lock rooms, provide required equipment, make changes as requested).
3. Assist walk-up patrons and visitors with questions, information, and directions.
4. Assist the Professional Staff or Building Manager with various office tasks, errands, and projects as needed.
5. Ensure that public meeting areas are properly set up to accommodate scheduled activities, including moving of tables and stacks of chairs.
6. Support and assist the Building Manager in opening and closing procedures.
7. Log accurate lost and found records for items that are found or turned in to the Information Center.
8. Attend departmental orientation, in-service training, and all scheduled staff meetings as required.