

**2020 Information Desk Job Description and Learning Outcomes
Revised 2/27/17 (kpc)**

Qualifications: *Responsibilities for the daily operation of the 2020 Information Desk include cash-handling responsibilities, ticket sales transactions, and a good working knowledge of current and upcoming events. Issue keys, give out campus directions, and welcome guests. Uphold strong customer service standards for dress, greetings, phone calls, and expedient customer response. Support emergency response processes as needed. Attend required student employee staff development meetings/programs.*

Special qualifications:

- Possess excellent customer service skills
- Maintain an overall understanding of Kirkhof Center operations
- Attention to detail
- Willingness to take initiative
- Desire to learn and know more about the Kirkhof Center and its daily operations
- Strong work ethic

Skill development areas:

- Communication
- Intercultural proficiency
- Student learning
- Critical thinking

Primary outcome for student employees:

- Knowledge acquisition
- Construction
- Integration
- Sharpened critical thinking skills
- Ability to work in a team

Secondary outcome domain dimensions:

- Understanding knowledge from a range of disciplines
- Connecting knowledge to other knowledge
- Reflective thinking and effective reasoning
- creativity