SEC Welcome Team Position Description, 2018-2019
SEC Welcome Desk – Student Leadership & Involvement

SEC Welcome Team members lead in creating a welcoming environment and a positive experience for OSU students, community and guests while providing service through information sharing, clerical support, project leadership and hospitality.

Student Leadership & Involvement
Transformative Learning * Intentional Engagement * Conscious Community
Authentic Leadership * Social Justice

Student Leadership and Involvement (SLI) shapes campus culture through self-discovery, leadership development, collaboration, community building, and social responsibility with a myriad of active learning opportunities, preparing students to be catalysts for a more equitable and caring world.

Within SLI, the SEC Welcome Team enhances the student experience by providing friendly, engaged, informative resource throughout the Student Experience Center (SEC). Individuals are tasked to think critically, creatively, and openly in a team-based environment while bringing their best selves to the work daily. Successful candidates will:

- be comfortable stretching themselves to learn new skills and experience new environments
- develop above average communication (verbal and written) and organization skills
- be front and center and serving as host and pivot point for connecting to resources, information, programs and people
- have positive attitude with a desire to enhance and serve the SEC community

Position Responsibilities:

Hospitality Duties

- Establish a welcoming environment by acknowledging and engaging individuals, affirming the SEC as an inclusive and safe environment
- Manage an SEC calendar of activities and tenant resource folder
- Create daily reservation schedules for the shared conference rooms and the Involvement Lounge
- Support use of shared conference rooms and the Involvement Lounge by helping with orientation to technology resources and room set up
- Establish a program guide for the SEC Main Lounge Comcast TV and create a marketing tool to share this with guests
- Manage two display boards by gathering content and curating the display
- Do a daily check in throughout the building to deliver mail and the daily thought or bulletin
- Work with OMN to create an SEC Blog to share highlights and stories of the community of the SEC
• In support of the tenant vision for SEC community activities, participate with OSUPC in establishing a collaborative team of SEC student employees to host SEC community activities (e.g. open houses, dead week stress relief, etc.)
• Serve as an SEC Safety Ambassador- supporting fire evacuation, response to power outs, and other disruptive activities

Information and Referral
• Serve as the telephone and walk-up reception and central information point of contact for the SEC
• Locate and provide directions to campus offices and locations
• Create and dispense accurate and detailed information regarding campus programs, services, and activities
• Respond efficiently and effectively to inquiries for general campus information
• Cultivate individual skills and resources for seeking campus information and services

Clerical Duties
• Word processing tasks including document and form generation, record keeping, and response to email inquiries
• Maintain an excellent competency in using all office equipment and assist others in using equipment, including but not limited to: Fax machine, copiers, computers, multi-line telephone, laminator, and electronic access system
• Effectively utilize web resources and electronic inter-office communication log
• Daily sorting and distribution of incoming mail
• Cash handling, daily balancing, and use of cash register and credit card machine
• Manage our daily reservation system for the reservable lounge space in the SEC
• Manage temporary key check out to various offices and workspaces
• Maintain an organized and clean appearance of all desk and work areas. (Perform routine office cleaning, straightening, and recycling)
• Maintain an inventory of and organize all basic office supplies
• Maintain an excellent competency in using all office equipment and assist others in using equipment, including but not limited to: Fax machine, copiers, computers, multi-line telephone, and laminator
• Effectively utilize web resources and electronic inter-office communication log
• Daily sorting and distribution of incoming mail
• Cash handling, daily balancing, and use of cash register and credit card machine
• Manage key box to assist staff with access to various offices and workspaces

Departmental (SLI)
• Uphold the values of Student Leadership & Involvement
• Staff signature SLI events and programming
• Engage in ongoing professional development and community building

Required Qualifications:
• Strong customer service orientation
• Ability to shift one’s approach when working with individuals representing diverse cultures, communication styles, and histories
• Respect of, empathy for, and awareness of historically underrepresented students
• Effective verbal, written, and interpersonal communication skills
• Ability to organize work with attention to detail, manage time, and follow through on tasks independently
• Problem solving and decision making skills
• Must be a currently enrolled student at Oregon State University for at least 6 academic credits
• Must maintain a term and cumulative GPA of 2.0 (undergraduates) or 3.0 (graduates) and be in good academic standing

Preferred Qualifications:
• Experience and comfort speaking with the public
• Ability to find answers to problems creatively and resourcefully
• Demonstrated knowledge of standard computer programs, specifically Microsoft Office (Word, Excel, and Exchange)
• Skill navigating the Internet and utilizing online forums for communication
• Experience with cash handling, register, or credit card reader operation
• Prior involvement in co-curricular activities on campus and/or demonstrated knowledge of campus culture and connections to departments and resources relevant to the SEC Welcome Desk

Terms:
• Hired for 2018–2019 academic year with the expectation of employment during fall, winter, and spring terms. Term of employment is September 4, 2018 through June 15, 2019. Some summer employment may be available.
• Expected to work between 10-15 hours each week, with some occasional additional hours for special events.
• Required to attend weekly staff meetings, and “All Call” events.
• Pat rate is $10.75 per hour

Training Commitment:
• Spring Orientation Meeting: TBD
• Fall Training: Tuesday, September 4 – Tuesday, September 18, 2018

OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, and individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

Questions?
Contact: Robin Ryan, Associate Director, SLI, at Robin.Ryan@oregonstate.edu or by calling (541) 737-2917