STATEMENT OF PURPOSE:

Reporting to the Coordinator of Student Life Service Desks, the Graduate Student Coordinator will assist in the daily functions of the Student Life Service Desks in the Student Center and University Hall. This includes the supervision of student staff, set up of technology, and general information desk operations.

Contact: Antonio Talamo – talamoa@montclair.edu

Graduate Coordinator for the Student Life Service Desks

- Assist with the hiring, scheduling, and evaluation of student staff for Information Desks in the Student Center and University Hall
- Assist with all trainings and in-services for student staff
- Assist with creation, evaluation, and maintenance of Lost and Found protocols and database
- Assist with the technology setups of daily events in the Student Center based on set up contracts
- Create, maintain, and evaluate all resource information for front desk staff including binders, bulletin boards, displays, and google drive
- Create, evaluate, and maintain equipment check out protocol and procedures
- Maintain an accurate inventory of equipment and supplies
- Foster an environment that is customer service focused
- Organize and maintain all storage spaces for the office and information desk
- Assist with the supervision of all service desk student staff
- Maintain communication with student staff about university updates, protocols, and any other changes
- Address and respond to student staff concerns, completing incident reports as needed
- Create student staff bondings/Information Desk programming
- Utilize Disciplinary Point System to follow-up with staff members when it comes to official write-ups
- Hold bi-weekly meetings for staff
- Upload daily sheets and contracts for events
- Review daily reports written by staff
- Other duties as assigned

QUALIFICATIONS:

- Ability to effectively communicate with professional staff and students
● Comfortable with technology setups such as projectors, sound systems, and microphones
● Customer service focused
● Must have 20 available hours per week
● Flexibility with occasional weekend and evening hours
● Must be enrolled in a graduate program at Montclair State University
● Training for this position will start before start date
● Interest in Student Affairs career preferred

LEARNING OUTCOMES:

● Supervision and advising experience
● Creating and implementing student training(s)
● Professional development experience
● Information desk management experience
● Working with University officials (i.e. upper administration)

COMPENSATION:

● $15 per hour
● General Commuter Parking Permit
● Local conference opportunities