USC Orientation Programs, Summer 2018

Full-Time Front Office Student Staff Position

This position will give you experience and skillset for administrative operations in a professional office, as well as event-related field support work, including the following:

- Heavy client contact
- Customer service training
- Field experience working at large scale events
- Liaising between professional staff and clients
- Professional conduct and speech in an office structure
- Corporate messaging and branded communication in a customer service context
- PCI compliance training for taking credit card payments
- General knowledge in office management

The Student Staff for the Office of Orientation Programs serves as the front line for our office. As a member of our student staff, you are responsible for answering telephones, greeting guests, and answering questions regarding orientation programs as well as being a resource for other office referrals, should someone need redirection. Punctuality and appropriate office attire are expected. Our student staff has the responsibility of working with the University community as well as students and parents from all over the world. Positive and accurate communication skills are required, in person, on the telephone, and in writing. We will also rely on our student staff to communicate trends in calls and emails to assure we are addressing concerns and questions from outside of our office.

Responsibilities:

1) Provide front office customer service to new students, parents, and university staff.
2) Answer phone, email, and walk-in guest inquiries.
3) Track calls and gather data on FAQs to improve office messaging.
4) Manage student reservations on our reservation system, CVent.
5) Take credit card payments for guest fees and accommodations
6) Provide information about the University, placement tests, pre and post orientation requirements, course registration, general advisement requirements and specific orientation programs to guests.
7) Remain informed about programmatic changes and relevant orientation policies.
8) Put student or parent in touch with correct campus partner with regard to advising, immunization, housing assignments, disability services, etc.
9) Work with internal and external campus partners to prepare orientation program components and messaging.
10) Work at orientation events providing support to program components including but not limited to early arrival, check-in, materials preparation, stock inventory.
11) Support and collaborate with professional staff regarding information and messaging data
12) Train in and practice conflict management with respect to frustrated customers.
Requirements:

1) Maintain University policies and code of conduct.
2) Maintain a professional appearance as a representative of Orientation Programs.
3) General familiarity with the university services, programs, and other offices.
4) Strong organizational and interpersonal skills.
5) Commitment to prompt and consistent attendance to all assigned shifts.
6) Strong computer and key boarding skills.
7) Ability to work independently and maintain engagement.
8) Ability to lift and move boxes weighing about 25 lbs.

Wage: This position starts at $12.00 an hour, with an increase to $12.50 after July 1, 2018.

Shifts: This is a full-time summer position

- 8:30am-5:00pm,
  - On Event days, the shift will be 8:00-4:30
- Monday – Friday,

Who may Apply: All USC students with 9 months or more of front desk and receptionist experience.

How to Apply: Fill out the Application on the Following pages and turn in to the Orientation Office Front Desk in Student Union Building, Suite Basement-7, or scan and email to orient@usc.edu

Contact: For questions about the New Student Consultant position, please contact:
  Orientation Programs
  Orient@usc.edu
  213.740.7767
Office of Orientation Programs Student Front Desk Staff Application:

Name:__________________________________________________________

Student ID Number:______________________________________________

Class Standing:
I am a: (check all that apply):

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior
☐ Four Year Student ☐ Transfer Student ☐ International Student

Do you have work study? ☐ Yes ☐ No
(Work study is preferred but not required)

If yes, what is your allocation available for the fall semester? ________________________________

Major(s):________________________________________________________________________

Minor(s):________________________________________________________________________

Cumulative GPA: __________ Previous Majors:______________________________________________

Local Address: Permanent Address:

_________________________________________ ________________________________
Street (include building name if applicable) Street

_________________________________________ ________________________________
City State, Zip

Contact Information:
Local Phone #: (   )__________________________ Permanent Phone #: (   )__________________________

Cell Phone #: (   )__________________________ USC E-mail: ________________________________

Please print clearly
Office of Orientation Programs Student Front Desk Staff Application:

Page #2 for: __________________________________________________________

Student name

Work Experience:

Please describe the last two positions (paid or volunteer) you have held (or hold), listing the most recent first.

Job 1:

Title ___________________________________ Employer __________________________________

Supervisor _______________________________ Phone Number ____________________________

Duties & Responsibilities

_________________________________________________________________________________

_________________________________________________________________________________

Job 2:

Title ___________________________________ Employer __________________________________

Supervisor _______________________________ Phone Number ____________________________

Duties & Responsibilities

_________________________________________________________________________________

_________________________________________________________________________________

References:

Name ________________________________ Phone Number ______________________________

Name ________________________________ Phone Number ______________________________