

## Bernhard Center Student Employment Experience Position Description

**Position:** Information Center Associate  
**Department:** Bernhard Center - Operations  
**Supervisor:** Assistant Manager of Facility Operations  
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### Position Function

The Bernhard Center is the student union of Western Michigan University. The building is used by students, faculty, administration, alumni, and the public for meetings, banquets, dances, parties, and a host of other activities. Information Center Associates are charged with presenting a positive atmosphere, answering the phone after hours, greeting and directing guests, and assisting the Facility Manager in nightly tasks.

### Duties and Responsibilities

#### *Customer Service*

- Greet customers as they enter the building, direct them to the appropriate location, and provide accurate information about the Bernhard Center or WMU if needed.
- Assist guests with online event registration.
- Answer the phone and provide information about Bernhard Center and/or campus community for callers.

#### *Administrative*

- Manage the Bernhard Center Lost and Found
- Checkout equipment to appropriate groups.
- Monitor Bernhard Center lobby area and report any pertinent information to Facility Manager.
- Assist at the front desk in the main office as needed.
- Other duties as assigned.

### Qualifications and Requirements

- Must have full or part-time WMU student status.
- Must have sophomore status or above and maintain at least a 2.5 GPA.

### Expectations

- Commit to this position for at least 1 semester.
- Maintain the predetermined work schedule, find your replacement if needed, and submit a shift change form to the Operations Supervisor.
- Attend all mandatory meetings, unless discussed with Assistant Manager of Facility Operations ahead of time.
- Attend the Fall orientation session (*Date TBD*)
- Present a positive and professional attitude at all times.
- Adhere to the established dress code.

### Proficiencies and Learning Outcomes

*By actively participating in BC facility employment program students will develop...*

1. The ability to provide exceptional customer service to building patrons and guests of all ages, affiliations, and walks of life.
2. An authentic leadership perspective.
3. Exceptional communication skills.
4. The ability to work as part of a team and realize the implications of personal actions on individual team members and the team as a whole.
5. An appreciation for the level of responsibility they have in their unique positions and as students on our campus.

### Hours

- 10-15 hours per week and average 2 shifts every other weekend

- Additional hours for monthly meetings and extra responsibilities (participating in committees, special events, etc.)
- Students will be expected to work during exam and break weeks, and some holidays, unless discussed ahead of time with Assistant Manager of Facility Operations