

Job Detail for Customer Service and Information Specialist

Position: Customer Service & Information Specialist- (PT) Union Building

Shifts: FOR Fall 2015 SEMESTER

Closing Date: TBD

Job Duties: Interacts as Customer Service, Administrative Assistant for four areas, and Information Specialist for the Union by providing guest services to students, staff, faculty, and guests. Duties include collection and distribution of accurate campus, city, and building information regarding events, directions, and ticket sales. Other courtesy services include: General ticket sales, TTY phone usage, inventory control for building and surrounding area Lost & Found. Monitors wheelchairs, handcars, and keys for secure offices in the building. Candidate must demonstrate effective judgment, communication, multi-tasking, and troubleshooting skills to identify and solve problems while performing various office and cashiering tasks, and administrating ticket sales via SmithsTix ticketing system. As this individual is often the first contact for visitors both in person and on the telephone, he/she must be able to multitask efficiently, respond well in difficult or hazardous situations, while positively representing the University. Other tasks include: use of office equipment, upkeep of the desk, prompt distribution of building mail, approval of posting material for the University, design and construction of mylar and latex balloon decorations. Completes other projects and duties as assigned, and **attends mandatory bi-monthly staff meetings** and annual Union staff training programs. Flexible schedules and paid training.

Minimum Requirements: Commitment to excellent customer service, telephone etiquette/skills, basic organization, self-motivation, effective communication and listening skills. Must be able to interact with guests at various locations around the counter and do moderate lifting (10-25 lbs).

Preferences: Previous cashiering and ticket sales experience, flexibility in schedule, work-study or current student at the University of Utah.

Salary: \$8.00

DATE: _____

NAME: _____

PHONE: _____

Fall 2015 Semester Availability Form

Please mark an X through the times you will not be available.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							

During the school year, the Union Services Desk will be open the following hours:

Monday-Thursday 7:30 am to 11:00 pm
Friday 7:30 am to 12:00 am
Saturday 8:00 am to 12:00 am
Sunday 10:30 am to 9:00 pm

Comments:



Employment Application Information

Please Print

Human Resources Use Only PS# _____
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Date _____

Last Name	First Name	Middle
_____	_____	_____

Address	Street	City	State	Zip
_____	_____	_____	_____	_____
Home Phone	Other Phone	Message Phone		
_____	_____	_____		

*Social Security Number	Email Address
_____	_____

Have you ever worked for the University? No Yes When _____ Where _____

List the names of any relatives currently employed with the University of Utah

List other names used	Date available for Work
_____	_____
	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time
If referred by a current employee list name here	Desired Shifts
_____	<input type="checkbox"/> PRN <input type="checkbox"/> Days <input type="checkbox"/> Evenings <input type="checkbox"/> Nights
	<input type="checkbox"/> Saturdays <input type="checkbox"/> Sundays

Computer/Office Skills	Foreign Language(s)	Other skills pertinent to this application
_____ wpm typing	_____	_____

Professional License/Certification/Registration	License/Certification#	Expiration Date
_____	_____	_____

List and explain any action(s) past or present that could affect the status of your license

Education

Do you have a high school diploma or equivalency? Yes No

Name of School/Location (post-high school only)	Major/Course of Study	Degree/Certification	Dates Attended (Month/Year)	Date Completed or Year in School

List any academic honors/awards _____

Work History

May we contact your current employer? Yes No

Name of Employer	Job Title & Responsibilities	Dates From/To (Month/Year)	Hours Per Week	Final Salary	Name of Supervisor	Phone #	Reason for Leaving

Read Carefully and Sign

Most convictions will not automatically disqualify job candidates. The seriousness of an offense, how the offense relates to the job you are applying for, and the date of the conviction are considered. In order to maintain a safe environment and protect University property, the University of Utah **requires** all applicants to answer the following:

Have you ever been convicted of an offense other than a minor traffic violation? Yes No

If you are unsure whether a previous offense meets this condition, you should obtain verification prior to answering this question or contact Human Resources.

If **yes**, please give detailed information:

Date	Location (City. State)	Type of Offense	Final Disposition	Explanation

Release of Information Waiver

I hereby authorize the University of Utah to review my past and present employment and educational background. I understand that the University of Utah may perform a criminal history background check as needed for the purpose of assisting the qualified persons to make employment or promotion decisions about me.

I understand that I have the right to review and respond to any information obtained by the University of Utah pursuant to this release. I understand that I must make a written request to review and/or respond to this information. I hereby release the University of Utah and all persons, organizations, or government agencies, from any damages of, or resulting from furnishing the information described above. I verify that the information I have provided is complete and true. I understand that any omission or misstatement may result in the termination or withdrawal of conditional offer of my employment.

Signature

Date

Opportunity to Identify

Your response to the following is optional. This information is used to assist the University of Utah in reporting equal opportunity/affirmative action information to the federal government. This information is maintained in the Human Resources office and will not be made available to the hiring department.

Date of Birth _____ (mm/dd/yy)

Gender (Sex) Female Male

Referral Source

- Chronicle
- College Placement
- Community Organization
- Employment Agency
- Employee
- Internet/Web Site
- Job Fair _____
- Job Line
- Job List
- Ogden Standard Examiner
- Provo Herald
- Salt Lake Tribune
- Professional Nurse Recruitment
- Other Newspaper _____
- Other _____
- Professional/Technical Journal _____
- Workforce Services

Veteran Status

- Vietnam Era Veteran
- Vietnam Era Disabled Veteran
- Other Disabled Veteran
- Other Veteran

Race (check all that apply)

- White
- Black
- Hispanic
- Asian or Pacific Islander
- American Indian/Alaskan Native

Utah Veterans' and Disabled Veterans' Preference

Applicants claiming veterans' preference must complete the Utah State Veterans' Preference Addendum available upon request.

Immigration Reform and Control Act (IRCA 1986)

The University of Utah complies with the Immigration Reform and Control Act of 1986. You are required to establish your identity and eligibility to work in the United States by completing INS Form I-9 no later than three days after you begin work. Failure to meet this requirement within the time specified will result in termination of employment.

Equal Opportunity, Nondiscrimination, and Affirmative Action

The University of Utah is committed to policies of equal opportunity and nondiscrimination. The University pursues a vigorous program of affirmative action in all classifications of employment in order to prevent any form of discrimination, harassment, or prejudicial treatment on the basis of race, color, religion, national origin, sex, age, sexual orientation, status as a disabled individual, disabled veteran, or veteran of the Vietnam Era. All University administrative and supervisory personnel are required to assure that they use only valid requirements for employment decisions and promotions. All personnel actions and other institutionally sponsored programs and opportunities should be administered in compliance with the standards of fairness and nondiscrimination as provided for by the University's Equal Opportunity Policy. Violations of this policy should be reported to the Office of Equal Opportunity and Affirmative Action at 581-8365 (V/TDD).

Policy on a Drug-Free Workplace

The following University of Utah policy is in compliance with the Drug-free Workplace Act of 1988:

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on university property or while conducting university business off-campus is prohibited. Violations of this policy will result in disciplinary action, possible termination of employment, and possible legal consequences.

All employees are expected to abide by the policies noted above as a condition of employment at the University of Utah.