Trone Student Center: General Student Staff Position

1. General Purpose:
   A student staff member executes the daily operations and ensures guest satisfaction for visitors to the Trone Student Center and Furman University. A student staff member is eligible to select information desk shifts, serving as an information reference point, and operations shifts, focusing on preparing for events.

2. Specific Duties:
The duties and responsibilities of a student staff member shall include, but not be limited to, the following:
   o Utilize exceptional customer service skills to disseminate information to guests of the student center.
   o Answering multi-line telephone calls in a professional and organized manner.
   o Manage the student center lost & found, game room equipment, A/V rental checkout, student flyer displays, chalkboards, portable sound systems, among other operations.
   o Complete required setups for daily events held in the Trone Student Center.
   o Assist the student manager by responding to event needs whenever required.
   o Monitor the cleanliness of the facility and organization of the furnishings, making adjustments when needed and reporting problems to the student manager on shift.
   o Ensure final facility and furnishing cleanliness prior to, during, and after each event.
   o Establish relationships with the professional staff members of the building and be able to refer students or guests seeking information to the appropriate office locations.
   o Understand basic sound and video procedures for the spaces within the student center.
   o Attend monthly staff meetings, training sessions as needed, and Trone Student Center events.
   o Perform other duties as assigned by the student manager or the Assistant Director of the Trone Student Center.

3. Reports to:
   This position reports to the student managers of the Trone Student Center and the Assistant Director of Student Organizations and the Trone Student Center

4. Apply via OrgSync
   https://orgsync.com/48625/forms/270356

Contact Shane Farmer, Assistant Director of Student Organizations and the Trone Student Center, with any questions. 864.294.2062 or shane.farmer@furman.edu