CALL CENTER/FRONT DESK OPERATOR
Position Description

The Call Center/Front Desk Operator for the Department of Residential Life is a student staff member employable in the spring and/or summer. This position works with and reports directly to the Coordinator for Communications and Administrative Services. He/she is responsible for making and receiving calls regarding LSU on-campus housing. Additional responsibilities of this position are:

- Provide and maintain a high level of customer service and professionalism in action and appearance when interacting with visitors and employees, i.e., be an ambassador for LSU/Residential Life.
- Be knowledgeable of Residential Life staff departmental job function(s).
- Be knowledgeable of Residential Life frequently asked questions.
- Be knowledgeable of Residential Life important dates for general activities and special events.
- Accept and perform additional duties as assigned by the Coordinator for Communications and Administrative Services.

The Call Center (2017) dates/times of operation are:

March 2 – August 18  830a – 5p  Monday – Friday

Required Qualifications:
The Call Center/Front Desk Operator must be enrolled full-time** at Louisiana State University with a minimum grade point average of 2.0, be able to work a minimum of 15 hours per week in the Call Center/Front Desk and be in “good standing” with the University.

Preferred Qualifications:
Have previous LSU Residential Life work experience.
Have previously, or currently live in on-campus housing.
Be a self-starter.

Compensation:
The position is hourly starting at $8.00.

** Full-time enrollment during the summer means that the student is either enrolled for a minimum of 12 credit hours during the summer or was enrolled for the spring semester as a full-time student (12 or more credit hours) and is registered as a full-time student for the fall semester (12 or more credit hours).