

# **RUSSELL HOUSE**

## **UNIVERSITY UNION**

**UNIVERSITY OF SOUTH CAROLINA**  
**STUDENT LIFE**

### **Gameroom Attendant, Russell House University Union**

The Gameroom Attendants provides quality customer service to the patrons of The Golden Spur and the Russell House University Union. The Gameroom Attendant checkouts equipment, rings up sales, and provides information concerning events, activities, and services throughout the University community. The Game Room Attendant on duty is responsible for the operations, equipment, and furnishings at all times, making sure the equipment and furnishings are not abused and that normal operating procedures are observed. Compensation for the Gameroom Attendant is \$8.00 hr.

#### **Duties and Responsibilities**

1. Disseminate **up-to-date** and **accurate** information concerning campus events, activities, and services. Exhibit general knowledge of USC and Student Life.
2. Issue and secure equipment in accordance with the check out guidelines.
3. Keep The Golden Spur and the desk area clean and neat.
4. Notify the supervisor when forms or supplies are at a low level.
5. Relay information to the Gameroom Manager or Building Manager as needed.
6. Be aware of procedural changes and/or new happenings.
7. Pass on any last minute instructions to the next shift attendant or supervisor.
8. Treat all patrons courteously and with respect.
9. Attend required training sessions and staff meetings.
10. Answer telephones and greet visitors promptly and with a friendly, professional manner. Answer questions, transfer calls, or take messages as required.
11. Display initiative in problem solving and in performance of special projects.
12. Always be willing to learn.
13. Exhibit sensitivity to situations with visitors that may require further assistance from staff.
14. Arrive to work promptly and carry yourself professionally during work hours.
15. Perform typing and filing duties as requested.
16. Assist with special projects as needed.
17. Perform other duties as assigned.

#### **Qualifications Required**

1. Reliability and strong customer services skills
2. Must excel at trying new things and taking initiative
3. Creativity and inventiveness
4. Ability to operate calmly and efficiently in a fast-paced office.

**Supervision Received**

Gameroom Manager, Building Manager, Coordinator for Operations, Associate Director for Operations

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