

The University of Akron
Classification Specification

Job Title:	Coord Student Union Information Services	Job Code:	47521
Job Function:	Staff	Grade:	117
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	7000 Student Services Division	Date:	6/05;1/04;7/99

Job Summary:

Coordinate the University's Information Center by administering various operations including management of Information Center, Ticketmaster and Reception Area in Student Life Programs. Manage related department budgets and supervises student employees.

Essential Functions:

40% Coordinate staff training and scheduling for the Information Center, Ticket Master and office operations to provide exemplary customer service for services rendered.

35% Provide supervision and direction for student employees working at the Information Center.

10% Assist in the planning and monitoring of the financial operations for the Information Center, TicketMaster and Video net service. Assist with the development and ongoing assessment program to monitor client's satisfaction. Manage related department budgets and provides recommendations as needed.

10% Coordinate Video net service in the union and the distribution of Zip Mail.

5% Assist with departmental special projects and other duties as assigned.

Education:

Requires a relevant Associate Degree.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 2 years experience in events planning and communication of information (help desk/service environment). Strong organizational and verbal and written communication skills required. Basic computer skills that include spreadsheet and word processing required. Ability to interact with a diverse student and community population required. Prior experience with scheduling software preferred. Supervisory experience preferred.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

Physical Requirements:

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

Working Conditions:

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.