

# Student Center Complex Student Employee Job Descriptions

## CUSTOMER SERVICE AND RESERVATIONS

### Information Desk Assistant

Greets and directs all visitors and provides information both in person and by telephone. Performs general administrative duties. Info Desk students should have strong interpersonal skills, and the ability to handle a large amount of public contact, and work both independently and within a group environment.

Skills Learned: time management, problem solving, customer service, verbal communications

Typical Hours Available: 10-20 hours per week  
Sunday–Thursday (8:00am - 1:00 am)  
Friday & Saturday (8:00am - 2:00am)

### Information Desk Student Assistant Supervisor

Performs general administrative duties and special projects. Greets and directs all visitors and provides information both in person and by telephone. Trains and coordinate work schedules for Info Desk Student Assistants at the University Center and the Student Center. Ensures that all weekly shifts are covered. Using Event Management System (EMS) software confirms, monitors, and updates reservations.

Skills Learned: Event Management System (EMS) software, customer service, conflict resolution, problem solving, leadership, team management

Typical Hours Available: 10-20 hours per week  
Sunday–Thursday (8:00am - 1:00 am)  
Friday & Saturday (8:00am - 2:00am)

### Events and Reservations Assistant

The assistant assists with overall administrative functions in support of the high-volume reservation requests received by the Events and Reservations Office. The Events and Reservations Assistant is well versed in all applicable policies and procedures for hosting events in and at the SCC and serve as peer educators to the student-based clientele.

Skills Learned: Event Management System (EMS) software, customer service, conflict resolution, problem solving, communications

Typical Hours Available: 20 hours per week  
Monday–Friday (8:30am - 5:00pm)

### Administrative Office Reception Desk Assistant

Assists the staff within the Student Affairs Administrative Office with administrative functions and special projects. Greets and directs all visitors and provides information both in person and by telephone. Other duties consist of running errands, daily mail pick-up/distribution, and clerical tasks such as typing and copying.

Skills Learned: office management, business etiquette, problem solving, customer service, communications

Typical Hours Available: 10-15 hours per week  
Monday–Friday (8:30am - 5:00pm)

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(305) 284-4351

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## FACILITY OPERATIONS

Note: these positions may require lifting of at least 50 pounds

### Facilities Operations Assistant - Daytime

The Facilities Operations Assistant set-ups and breaks-down events (moving furniture), operates basic A/V equipment (e.g. microphones, sound/light systems, setting up VGA/HDMI). The assistant also does hourly room checks to keep record of the number of people using each venue, as well as to ensure areas are well-kept and free of any issues. The assistant must be able to perform moderately heavy physical duties.

Skills Learned: customer service, conflict resolution, problem solving, time management

Typical Hours Available: 8-20 hours per week  
Monday–Sunday (7:30am - Midnight)

### Facilities Operations Assistant - Overnight

The Overnight Facilities Operations Assistant set-ups and breaks-down events (moving furniture), operates basic AV equipment (e.g. microphones, sound/light systems, setting up VGA/HDMI). The assistant ensures areas are well-kept and free of any issues. The assistant must be able to perform moderately heavy physical duties.

Skills Learned: customer service, conflict resolution, problem solving, time management

Typical Hours Available: 8-20 hours per week  
Monday–Sunday (10:30pm - 7:00am)

### Facilities Operations Student Supervisor

The Facilities Operations Student Supervisor is responsible for all areas of operations including supervision of Facilities Operations Student Assistants, set-ups and breaks-down of events, operates basic AV equipment, building security, and patron safety. The supervisor must be able to perform moderately heavy physical duties.

Skills Learned: leadership, team management, customer service, conflict resolution, problem solving

Typical Hours Available: 8-20 hours per week  
Monday–Sunday (7:00am - Midnight)

## UNIVERSITY CENTER POOL

### Front Desk Attendant

The UC Pool Front Desk Attendant is responsible for the daily operations of the pool's front desk, including opening and closing, admittance into the pool, and money management. Attendants also greet and direct all visitors and provides information both in person and by telephone. The desk attendant ensures that every patron has an affiliation with the University and abides by the pool rules.

Skills Learned: time management, problem solving, customer service, verbal communications

Typical Hours Available: 4-20 hours per week  
Monday–Friday (11:00am - 8:00pm)  
Saturday & Sunday (Noon - 5:00pm)



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## UNIVERSITY CENTER POOL

### Lifeguard

The UC Pool Lifeguard is a safety and service-oriented unit responsible for the daily operations of the UC Pool, including opening and closing duties, zone surveillance of members and students, and general monitoring of the entire facility. Lifeguards ensure the proper use of the pool, the safety/well-being of patrons, and compliance with pool rules. Requirements: American Red Cross Lifeguard basic level certification and the ability to pass a skills assessment (300 swim- approach strokes, brick dive, 2-minute tread, and a 1:30 extrication followed directly by 3:00 one rescuer CPR).

Skills Learned: leadership, organization, crisis management, life-saving skills, problem solving

Typical Hours Available: 4-20 hours per week  
Monday–Friday (11:00am - 8:00pm)  
Saturday & Sunday (Noon - 5:00pm)

## RATHSKELLER RESTAURANT & PUB

Note: closed all summer, during winter and spring breaks, and on University holidays. Work begins one-week before the first day of class in August.

### Kitchen, Bar, and Patio Staff

The Rathskeller Staff works in a fast-paced restaurant environment while providing a high level of service. Staff greets guests in a warm and friendly manner, works well within a team, follows directions, takes accurate orders, and is reliable. Staff must pass E-Verification and University Background Check and be 18+ years old.

Skills Learned: teamwork, multi tasking, customer service, time management, communication skills

Typical Hours Available: Minimum of 10 hours per week plus one kitchen shift (approx. 4 hours)  
Most staff shifts are 10:00am - 4:00pm or 3:00pm - 10:00pm (Monday-Friday)  
Monday–Friday (8:30am - Midnight)

### Weekday Cashier

The Cashier's primary role is to assist customers with the in-store check-out process, by providing courteous, attentive and prompt service to customers at the Rathskeller. Main duties include ringing up sales, collecting payment, and giving appropriate change. Helps to ensure prompt delivery of customer orders. Responsible for counting the contents of cash register drawer at the beginning and end of each shift, maintaining receipts, records, and withdrawals. Cashier must pass E-Verification and University Background Check and be 18+ years old.

Skills Learned: teamwork, multi tasking, customer service, time management, verbal communication

Typical Hours Available: Monday–Friday (10:00am - 4:00pm)



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## AUDIO VISUAL

### Audio Visual Student Tech

The AV Assistant provides audio visual, technical support, and customer service to SCC events. This position assists operations and AV teams with event setups. Assists AV supervisor with equipment setups consisting of: setup of mixing consoles, laptops and other devices, routing of video and mic equipment using audio patch bay or other installed equipment. The Audio Visual Assistant has strong technical aptitude with the ability to work independently, as a part of a team, and within established policies and procedures.

Skills Learned: active thinking, customer service, problem solving, communication skills, time management

Typical Hours Available: 10-20 hours per week  
Monday–Sunday (8:00am-10:00pm)

### Technology Specialist

The Technology Assistant assists users with AV, computing equipment, and other specialized equipment in both the UC and SC. Assists with installed device setups on Mac and PC computers and troubleshoots basic computing/networking issues. Assists AV supervisor with equipment setups consisting of: setup of mixing consoles, laptops and other devices, routing of video and mic equipment using audio patch bay or other installed equipment.

Skills Learned: active thinking, customer service, problem solving, communication skills, time management

Typical Hours Available: 10-20 hours per week  
Monday–Sunday (8:00am-10:00pm)

## MARKETING & COMMUNICATIONS

### Communications Assistant

The Communications Student Assistant creates quality and timely graphic designs following verbal and written instructions from their supervisor. The assistant uses a Mac computer and Adobe CC to produce both digital and print materials for promotion and marketing. They also help to maintain and update the SCC's digital signage.

Skills Learned: Adobe CC advanced level, communication skills, time management, project management

Typical Hours Available: 10-15 hours per week  
Monday–Friday (8:30am-5:00pm)

### Social Media Assistant

The Social Media Assistant works with their supervisor to plan, create, manage, implement, and evaluate the social media marketing for the SCC. The assistant develops strategies to increase followership and engagement, and creates content calendars. The Social Media Assistant also creates graphics and takes photos and videos at on-campus events to post to the SCC social media accounts.

Skills Learned: social media dashboards, communication skills, time management, project management

Typical Hours Available: 10-20 hours per week  
Monday–Friday (8:30am-5:00pm)

