

Position: Service Center Student Employee

The NDSU Memorial Union provides student employment opportunities that intentionally promote the development of transferable skills and growth in interpersonal communication, problem solving, critical thinking and professional development.

Student Employee Learning Outcome: Student Employees will focus on the peer leadership aspects; promote and encourage a healthy and supportive work environment, work with peers to establish a shared purpose and vision in the work environment, takes risks when faced with workplace challenges, and assist/teach co-workers to learn all Service Center tasks.

Duty/Responsibility No:	1	Statement of duty/responsibility: Copy Shop
Percent of Time:	50	

Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)

- Interact with the customers to understand their needs and relay the possible options and pricing.
- Use customer provided file formats to produce products.
- Use technology (email, fax machine, copier, etc.) to produce products.
- Communicate with customer until the best result is achieved.
- Be knowledgeable about campus and be able to problem solve in order to assist with questions at the Info Desk.
- Data entry, project management and order fulfillment based on specified operational procedures.

Duty/Responsibility No:	2	Statement of duty/responsibility: Post Office (USPS)
Percent of Time:	50	
Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)		
<ul style="list-style-type: none">• Interact with the customers to understand their needs and relay the possible options and pricing.• Use technology (till, USPS ordering system, etc.) for order fulfillment.• Communicate with customer until the best result is achieved.• Data entry, project management and order fulfillment based on specified operational procedures.		

Duty/Responsibility No:	3	Statement of duty/responsibility: Work Safely
Percent of Time:	100	

Duty/Responsibility No:	4	Statement of duty/responsibility: Customer Service
Percent of Time:	100	

Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)		
<ul style="list-style-type: none"> • Provide prompt, courteous and efficient excellent customer service to all visitors, students, faculty and staff. • Establish and maintain strong, supportive and positive working relationships with co-workers and customers. • Maintain a high level of morale within the department and present self as a positive role model. 		

Duty/Responsibility No:	5	Statement of duty/responsibility:
Percent of Time:	100	

Tasks involved in fulfilling above duty/responsibility (include description of physical demands for individual task)		
<ul style="list-style-type: none"> • Attend Fall Student Team Training each year • Complete all required University annual trainings: Baseline Safety Training, Preventing Sexual Harassment Training and Student Employee Handbook quiz. • Actively participate in fall and spring semester workshops. • Complete self-rating portion of the Memorial Union student employment evaluations each semester. 		

SPECIFIC SKILLS OR EQUIPMENT REQUIRED	<p>Requires use/operation of (could include computer software/hardware, tractors, lab equipment, organizational/prioritization ability, interpersonal/oral/written communication skills, customer oriented/service, detail oriented, etc.):</p> <p>Mac OS Microsoft Office file formats</p>
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PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required, with or without accommodations, to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand			x	
Walk			x	
Sit			x	
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms				x
Climb or balance		x		
Stoop/kneel/crouch or crawl		x		
See				x
Talk or hear			x	
Taste or smell		x		
Lift & carry: up to 10 pounds			x	
up to 25 pounds		x		
up to 50 pounds		x		
up to 75 pounds		x		
up to 100 pounds	x			
more than 100 pounds	x			