

VIKING UNION

Office Support Staff (VU Administration)

Viking Union Mission:

The Viking Union welcomes and engages students, faculty, staff, and guests in building a diverse community. We continually strive to enhance the Western Experience through supporting student leadership, campus involvement and creative expression, and by providing services and events in our venues.

The Viking Union... Bringing Together the Campus Community at Western Washington University
The Viking Union is a place where students meet to share common interests, participate in activities, socialize, and enjoy the environment of learning. The flexibility of the Viking Union allows a student to gain self-confidence, information, and entertainment, all within one structure. The VU Office Support Staff plays an essential role in upholding these goals by working as part of the Viking Union administrative support team to provide assistance to students, staff, faculty and the community.

REQUIREMENTS: Must be a full time student of WWU (at least 10 credits). Excellent customer service skills and the ability to effectively communicate with a diverse public. Attention to detail, accuracy, and thoroughness a must. Must have excellent problem solving skills and be able to work effectively as part of a team.

RESPONSIBILITIES:

1. Provide front desk support to answer questions and provide assistance to students, staff and the community.
2. Distribute mail to clubs and organizations.
3. Respond to inquiries regarding Viking Union/Associated Students programs and events.
4. Photocopy materials. Stock photocopier, printers and fax machine and assist others with the use of copier.
5. Distribute various materials as requested including hand deliveries to other departments.
6. Enter data into various databases.
7. Work with Microsoft Office programs to prepare letters, labels and reports.
8. Other duties as assigned.

SKILLS DESIRED:

A minimum of 6 months customer service experience in a busy environment preferred. Some knowledge of the Viking Union and Associated Students very helpful. Experience with Word, Excel and Access desirable. Ability to work independently.

REPORTS TO: VU Office Support Supervisor

WORK TIME: Average 10-15 hours per week during school year and up to 20 hours per week during summer

SALARY LEVEL: \$8.85 per hour

APPLICATION PROCEDURES: See "Hiring Procedures"