



Savannah State University

Position Description – Service Desk Assistant

POSITION DESCRIPTION

Position Title: Service Desk Assistant FLSA Status: Non-Exempt

Reports to: Director for Admissions & Recruiting

Department: Office of Admissions (Student Affairs)

Date Prepared: January 2009

BASIC FUNCTION

Provides entry level enrollment services assistance including, but not limited to, updating/retrieving student accounts, answering general questions, updating records, providing counseling referrals, receiving applications, and other enrollment supporting documents for the One-Stop Shop Information Center.

NATURE & SCOPE

Reporting to the Director for Admissions & Recruiting, the Service Desk Assistant is the first point of contact in for students, staff and faculty seeking information. Responsibilities of this position will include: providing general information to students, faculty, staff and visitors as related to Admissions, Testing, Registration, Financial Aid, Housing and other areas related to enrollment processes at Savannah State University. Receive applications and other enrollment supporting documents; assists customers in completing applications for enrollment; provides service to customers seeking general information regarding the university or referring them to the appropriate office for further assistance; updates customer records in information system; updates self knowledge on changes to university enrollment policies and basic financial aid regulations; perform other entry level Enrollment Services duties as assigned; supervise student workers; and assist in planning and participating in recruitment and new student orientation programs and events.

In all activities, the Service Desk Assistant is expected to model and promote the values of the Division of Student Affairs: student-centered philosophy, integrity, interconnectedness, passion, quality, respect, civility, responsibility and the richness of diversity.

PRINCIPAL ACCOUNTABILITIES

- Primary responsibility is to provide customer service.
- Be present and visible in the Service Desk.
- Respond to questions from callers and walk-ins. Receive and assist in processing applications and other enrollment supporting documents.
- Remain current on fundamental operations of commonly used software, hardware, and other equipment.
- Follow standard Service Desk operating procedures; accurately log all Service Desk contacts.
- Provide general level assistance and manage the flow of students from the service desk to appropriate units.
- Become familiar with available help resources; stay updated on campus changes or problems.
- Become familiar with SSU policies, services, and staff.
- Direct calls to appropriate SSU faculty, staff and administration as necessary.
- Maintain reasonable discipline and decorum in the Service Desk areas.
- Perform other duties as assigned by the Director for Admissions & Recruiting.
- Handles special projects as assigned by the Dean of Enrollment Management.

General Requirements:

- Friendly presence and helpful attitude; good interpersonal skills and ability to work well with others.
- Ability to provide good phone skills and professional demeanor.
- Good problem solving skills; ability to visualize a problem or situation and think abstractly to solve it.
- Ability to handle constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations.
- Creativity. Ability to think around problems and come up with creative solutions is helpful.
- Ability to work responsibly occasionally with limited supervision.
- Working knowledge of common operating systems and software applications.



Savannah State University Position Description – Service Desk Assistant

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

High School diploma or GED plus minimum one (1) year related experience required. Preferred applicants must possess functional knowledge of Microsoft Office suite and have some data entry experience.