MUHLENBERG COLLEGE
ALLENTOWN, PA

Title: Seegers Union Desk Monitor
Department: Student Union and Campus Events
Supervisor: Director, Student Union and Campus Events
Classification: Staff Associate, part-time, non-exempt

This position is designed to assist the Office of Student Union and Campus Events as a desk monitor/security presence for late night operation of the Seegers Union building. The hours and use of this position may vary at times throughout the year based on the schedule of the academic sessions. Normal work schedule is 11 p.m. – 3 a.m., 2-3 nights per week.

Characteristic Duties & Responsibilities:
A. Provide various services as required by department policy or as required by the Director of Student Union & Campus Events.
B. Assist with the smooth operation of shift duties and responsibilities.
C. Assist the public and campus community in public relations service (i.e., directions, information).
D. Greet campus visitors; interact with and assist faculty, staff, and students as required.
E. Work with computer operating systems, including but not limited to systems operating the card access, fire alarms, CCTV, and ID computer.
F. Perform other duties as assigned by the Director of Student Union & Campus Events.
G. Monitor Seegers Union building from the Information desk - offer assistance to students, faculty, staff and visitors.
H. Answer and direct phone calls and provide public information as requested.
I. Assist with clerical duties as needed.
J. Patrol interior of building periodically and provide initial response to incidents within the building and report the matter to Campus Safety dispatch for patrol response.
K. Prepares nightly operations report to Director.

Qualifications:
1. First Aid/CPR/AED certification preferred.
2. Ability to lift 50 pounds of weight, climb steps and walk uneven terrain.
3. Must be computer literate, willing and able to learn new systems and functions.
4. Good written and oral communication skills and fluency in the English language required. Ability to speak a second language preferred.
5. Must maintain confidentiality and demonstrate a personable manner.
6. Must be able to work well under pressure and deal effectively with regular interruptions while maintaining accuracy and showing patience for detail.
7. Must be reliable, timely and possess good people skills.
8. Must be able to attend to visitors with varied needs.
9. Must be flexible.