



# Learning Resources Center

UNIVERSITY OF COLORADO **DENVER**

The Learning Resources Center (LRC) is seeking outgoing, highly-motivated students to join our team! As a Learning Hub Ambassador, you will assist three departments (LRC, MERC/Math Lab, and the Writing Center) in front desk operations. This role serves as the face of the new first-floor Lynx Learning Hub and delivering friendly, high-quality customer service is a top priority. Learning Hub Ambassador's would be responsible for guest check-ins for appointments, helping students navigate the Learning Commons, and provide an opportunity to develop service-oriented skills on the phone, via email, and in-person with CU Denver students and our campus community! Fantastic growth opportunities in administrative responsibilities and project supervision. Seeking an independent-worker with high-quality attention to detail and great interpersonal skills.

## **Responsibilities:**

### Learning Hub Desk Support

- Providing front desk support for students, faculty and guests inquiring about Lynx Learning Hub (LRC, MERC/Math Lab, Writing Center) services.
- Front desk duties include but are not limited to answering and directing phone calls, and acting as a spokesperson when greeting students, staff, faculty, and guests of the new Learning Commons
- Maintaining a clean, welcoming, and efficient front desk environment
- Possible Virtual Front Desk (VFD) presence
- Understanding services and directing to appropriate academic support programs on all 3 floors of Learning Commons
- Book/supply check-outs

### LRC Department Administrative Support

- Miscellaneous filing/scanning/copying
- Preparing/distributing documents and workshop and/or training packets
- Managing LRC e-mail inbox and responding appropriately
- Regular meeting attendance and weekly progress reports
- Other administrative duties as assigned to be performed remotely and/or in person

### Event Support

- Setting up rooms for Observations, Trainings, Workshops, etc.
- Preparing/delivering informational packets, handouts, guides
- Tear down/flip rooms after events
- Cleaning and organizing at end of event/end of day

### Scheduling and Data Collection Duties

- Observations/Evaluations for Program Manager
- Registering and/or scheduling students for Navigate appointments
- Data entry and compiling
- End-of-Term Wrap Up

## **Professional Development:**

LRC-supervised Learning Hub Ambassadors have a unique opportunity to develop professional skills using an Individual Development Plan (IDP). Student employees are expected to gain professional development experience relevant to their position in the LRC as well as their studies at CU Denver.

## **Minimum Eligibility Requirements:**

- Work study preferred. Please work with Scholarships and Financial Aid if you're unsure if you have been awarded work-study.
- Must be a currently enrolled, degree-seeking CU Denver student with no current disciplinary violations
- Must be familiar with the Microsoft Office Suite, including Outlook, PowerPoint, Excel, and Word - *paid training opportunities may be available for advancing skills*
- Must be dependable, detail-oriented, flexible, organized, willing to learn, possess the ability to multi-task, and have a professional demeanor.
- Must have solid written and oral communication skills, including the ability to communicate clearly and professionally via telephone and email.
- Must have *strong* problem-solving and critical thinking skills to learn and adapt to processes quickly and with minimal supervision.
- Willing to make a two-semester commitment (Spring/Fall) and 12 hours per week minimum
- Highly organized and reliable with the ability to multi-task
- Must be able to work independently with minimal supervision
- A commitment to working with diverse populations, identities, and experiences

**Length of Employment:** Eligibility for this position is determined at hire; continued eligibility will be on a semester basis and determined based on various job responsibilities and performance evaluations.

**Pay:** Pay range \$15.00-\$16.00 per hour. Merit increase opportunities occur on an annual basis from initial employment and are based on length of service, Individual Development Plan (IDP) progress, required trainings, and satisfactory job performance evaluations.