

Welcome Center Attendant

The Welcome Center is the “face” of Madison College and serves new incoming high school students, returning and continuing students, faculty, staff and the community. We are seeking a friendly and engaging person whose focus is customer service. We manage a wide variety of requests, but our main purpose is to connect the customer with the people or activity that brought them to campus. We also help those who come to the Truax Campus by providing general and program or event-specific information.

Duties/Responsibilities:

- Provide accurate direction and college information
- Check-out and process returned loaner laptops and hotspots
- Answering phone calls from the public
- Assist with check-in for campus tours
- Support campus events and conferences with registration, ticketing activities as needed

Knowledge Skills & Abilities:

- Excellent skills in communication and the ability to interact with the public in a clear and concise manner
- Demonstrated skill in human relations with populations of diverse socioeconomic and cultural backgrounds and persons with disabilities
- Exceptional customer service and problem resolution skills including dealing courteously and tactfully with students, associates, and the public
- Demonstrate knowledge of modern office practices and procedures, grammar, spelling, and punctuation
- Ability to operate computer hardware/software and conventional office equipment including photocopier, email, printer, shredder, cash register and credit card terminal
- Knowledge of basic College functions and processes, such as MyMadisonCollege, Navigate, etc.
- Maintains a commitment to the college mission, vision and values. Comply with college policies, directives, and work rules. Engages positively with colleagues, handles conflict directly and professionally, contributes to team discussions, collaborates and helps colleagues, assumes the best from colleagues, provides and accepts constructive feedback, follows through on commitments, and supports final decisions that are made

Education Level: Must currently be enrolled in at least six credits