



V-Desk Service Agent

Location: Laurentian University Students' General Association

Salary: \$14/hr, 5-15 hours a week

Full/Part Time/Contract: Contract position from December 2018 to April 2019

Reports to: V-Desk TBD

Closing Date: November 30th, 2018

The V-Desk is a one-shop-stop for everything student! At the V-Desk, students can gain information about their SGA/AGÉ health and dental plan, our student clubs, and purchase tickets to the hottest events and games both on and off campus. The V-Desk is also the hub for great student perks such as access to student giveaways, discounts, and local specials. As a V-desk service agent, you will gain extensive knowledge of SGA/AGE services and the Laurentian community. In this role, you work predominantly on your own however, there is always a supervisor available to help if need be.

Responsibilities

As an agent for the SGA/AGÉ V-Desk, you will be responsible for providing front line service to students, reporting to the V-Desk Supervisor. The desk operates from 9am - 6pm Monday to Thursday, and 9am - 4pm on Fridays. Work hours are flexible based on your class schedule. Your responsibilities will include/but not be limited to:

- Ticket Sales
- Health Plan Administration
- Basic Computer/Spread Sheet Work
- Cash handling
- Responding to Email and Phone Inquiries
- Club Information Management

Assets

- Excellent customer service skills in both official languages (English and French)
- Personable and energetic
- Experience with point of sale systems
- Responsible and self-driven
- Work well independently
- Knowledge of the SGA

Please email your resume to sga@laurentian.ca

**Priority will be given to SGA members.*