

MICHIGAN STATE UNIVERSITY

Volunteer Job Description: Front Desk Clerk

Location:

McCrary Hall
3700 East Gull Lake Drive
Hickory Corners, MI 49060

Agency:

MSU Kellogg Biological Station 3700
East Gull Lake Drive
Hickory Corners, MI 49006

Contact Person: Volunteer Program Coordinator

Telephone: (269) 671-2263

Supervision: Conference Center Staff (direct)
Volunteer Program Coordinator (indirect)

Purpose of Position: To aid the Conference Center staff with daily guest and student interactions

Task Description/Specific Duties:

- Greet and assist guests and students regarding their visit to the Biological Station
- Assist callers, guests, and students with general questions, referring to resources
- Perform cash register and credit card processor operations for lodging, gift shop, and lunch sales, and completing daily deposit forms
- Dining Hall lunch cashier from 12:00 noon to 1:00 p.m.
- Light clerical duties such as making copies, sending faxes, answering general emails, answering dual line telephone and transferring calls to correct Conference Center office or department, and filing
- Training on the use of the lodging reservation system is provided
- Miscellaneous duties as requested



W.K. Kellogg Biological Station

3700 E. Gull Lake Dr.
Hickory Corners, MI 49060

269-671-5117
Fax: 269-671-2351
kbs.msu.edu

Commitment: Position would be primarily Thursdays and Fridays, from 10:00 a.m. to 2:00 p.m., beginning June 1 through August 18. After August 18, would be on an as needed basis, if available, for conference group help.

Qualifications: Applicants must be at least 18 years old. Prior experience is not required. Must be outgoing, welcoming and have an interest in working with people.

Training: Training includes a brief history of cereal magnate W.K. Kellogg's life, as well as customer service, cash register sales, lodging reservation system, and lunch cashiering training. All new volunteers will shadow an experienced staff member until they are comfortable working on their own. This position requires one-on-one training to learn about the Kellogg Biological Station and what the Conference Center's duties and roles are.

Comments: Volunteers will be working in a friendly environment with helpful and appreciative staff members

Last update: September, 2015

Benefits: Volunteers will receive free lunch in McCrary Dining Hall on working days, discounted lunch on non-working days, discounted lodging and meeting room rentals, as well as an invitation to the annual Volunteer Recognition Dinner.