



PEPPERDINE UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY
FRONT OFFICE STAFF MEMBER
JOB DESCRIPTION

Position: **Front Office Staff Member**

Rate of Pay: **\$10.50/hour**

Reports to: **Student Service Division Manager and Office Manager**

Position Overview

Front Office Staff Members provide customer service and administrative assistance at the Public Safety Headquarters. Front Office Staff answer phones, issue parking permits, receive and track lost and found property, respond to community member inquiries, and solve customer service-based problems. Strong communication skills, including over the phone and in written correspondences, are required. Applicants must also be able as to communicate effectively with difficult people and in challenging situations. Good judgment and professional maturity are essential. This is not a uniformed or enforcement role.

Qualifications

- Enrolled as a student at Pepperdine University
- Hold and be able to maintain a 2.5 Cumulative GPA
- Not currently on University Probation
- Possess a valid driver's license
- Clean driving, criminal, and University Community Standards record
- Respect for the University and Department of Public Safety mission
- Foreign language skills are desired but not required

General Duties

- **Answering Phones:** Answer office phones, responding to community member questions, recording information, and transferring to other department employees or offices.
- **Parking Permits:** Enter personal and vehicle information into online databases to assign parking permits to community members, and clearly communicate parking rules and regulations.
- **Lobby Customer Service:** Assist community members visiting the Public Safety Headquarters with general questions, inquires on Pepperdine University policies and codes, and solve customer service-based problems.
- **Lost and Found:** Record and track lost and found property.
- **Restocking:** Restock briefing room and other areas of Headquarters with appropriate supplies.
- **Special Projects:** Assist or lead special projects, at times with minimal supervision.
- **Emergency Response:** All DPS personnel are considered critical incident responders and may be recalled to duty in the event of a serious emergency or threat to the campus community.