

IOWA STATE UNIVERSITY™

Student Innovation Center

Job Title

SICTR SW- Customer Service Assistant

Location

Innovation Supply Station

Employer

Student Innovation Center

Position Description

The Innovation Supply Station within Iowa State University's Student Innovation Center is seeking a dynamic student employee to serve as a Customer Service Assistant.

The Innovation Supply Station is a vibrant, customer focused environment where students fuel their creativity and gather supplies to bring their innovative ideas to life. As a Customer Service Assistant, you will play a vital role in ensuring the smooth and efficient operation of our Supply Station, upholding high customer service standards, maintaining inventory, and providing expert advice on the various woods, metals, and 3-d printing materials offered in the space. You will assist in both the day-to-day functions of the space and special projects or events, ensuring a welcoming experience for all customers.

In becoming a Customer Service Assistant, you will become a key part of the Student Innovation Center and Iowa State's mission to create a collaborative environment that enables innovation and encourages students to think creatively. You will work as a team in daily tasks, ensuring sales equipment is operational and inventory is in place to help users create at the Innovation Center. You will grow in your knowledge by learning from professionals and peers, as well as build interpersonal skills that will set you up for success in your professional career.

Required Qualifications

- Students must be enrolled full-time at Iowa State University and in good academic standing.
- Must have authorization to work in the United States.
- Must be reliable, timely, and willing to communicate with supervisors, fellow student employees, as well as visitors and guests.

Preferred Qualifications

- Familiarity or hands-on experience with Point of Sales systems (Preferably Clover).
- Customer Service experience
- Strong interpersonal and communication skills.
- A proactive and solution-oriented attitude.
- Demonstrated creativity and a passion for innovation and making.
- Ability to work both independently and as part of a team.
- Be able to work 10-15 hours per week including evening and weekend hours (limited to 20 hours or less per week when classes are in session).

Primary Responsibilities and Expectations:

- Listen to the needs of customers and suggesting products that meet their wants and needs.
- Answer user questions and provide assistance to users as needed.
- Monitor inventory, ensuring that we always have the supplies to meet the needs of our users.
- Regularly monitor the space to maintain a safe and organized environment.
- Perform routine checks and basic upkeep on displays, shelving, and signage.
- Report any sales malfunctions or issues to the supervisor.
- Communicate with other makerspaces to ensure products are meeting the needs of users and shop supervisors.
- Assist with any other tasks as needed to support the operation and success of the Student Innovation Center. (ie. events, activities, tours)

Application Process:

1) Submit an online application through [CyHire](#). Applications close April 3, 2025 at 11:59pm.

a) Be ready to upload your:

- Resume
- A paragraph describing your interest in this particular position and highlighting your applicable experiences.

2) Receive an invitation to schedule an interview to meet the Innovation Supply Station Staff.

Compensation

Customer Service Assistants start at \$12 per hour, with the potential to earn up to \$14 per hour through experience and strong performance.

Contact Information:

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