

Staff Employee of the Week

Amy Venturino

JOB TITLE: Information Services Manager

HOME DEPARTMENT: University Unions & Student Activities

COLLEGE OR VP AREA: VP for Student Affairs

NOMINATED FOR: Governor's Award for Customer Service

NOMINATED BY: Scott Reed, Sr. Associate Director for Operations & Services

VIRGINIA TECH HIRE DATE: September 10, 2004

SUMMARY

Through her work, Amy Venturino, Information Services Manager in Squires Student Center for University Unions, manages one of the busiest communication centers on the Virginia Tech campus.

Amy oversees the busy information services center in Squires Student Center. The information center has a central mission of offering premier customer service for the university community through exemplary information services, a lost and found program, and general building communication management for Squires Student Center, Virginia Tech's second largest facility. Often, the Squires Information Services Center is the first impression to visitors, guests, or perspective students. The friendly, student-focused customer service in Squires is largely due to her efforts over the past four years in preparing and mentoring student employees to genuinely care about offering premium service to university customers. Through this work, she is not only dedicated to her role in customer service quality but she also constantly performs additional duties that are not part of her job description including supporting building security, leadership development, and volunteering to support other areas in need.

