



## **GUEST ASSISTANT**

### *2017 Job Description*

#### **POSITION SUMMARY:**

Provide customer service, cashiering and front desk support for the Conference & Guest Services program. This position is similar to that of a desk clerk in the hotel industry with modified responsibilities to meet the special needs of Conference and University Housing operations. The Guest Assistant staff covers a 24-hour desk with varying shift times. This position reports to the Conference Manager for Business, and may require driving University vehicles and/or golf carts.

#### **DUTIES AND RESPONSIBILITIES:**

##### **Desk and Clerical Operations**

- Check guests in and out of conference facilities per established procedures.
- Serve as a resource person for guests.
- Data entry of guest information (check-ins, check-outs, etc.).
- Generate guest rosters and reports as required.
- Perform clerical duties as assigned, including correspondence, registration cards, room assignments, damage reports, etc.
- Issue and account for keys per established procedures.
- Process credit card payments for lodging and related conference sales and services. Issue receipts for these payments.
- Assist with inventory control.
- Prepare daily occupancy reports.
- Prepare daily deposits, checking shift deposits for accuracy and completeness.
- Audit daily activity to ensure accurate records and reports.
- Provide central on-call services for all Conference & Guest Services facilities, contacting managers and emergency personnel when needed during the night.

##### **Mail Services**

- Process student resident and guest mail on a daily basis. Includes forwarding, returning, delivering, and other handling per established procedures.
- Distribute Conference Services staff mail daily to designated location.
- Communicate all pertinent matters to manager(s) as necessary.
- Abide by and enforce University and department rules and regulations.
- Respond to emergency situations as required.
- Attend all training sessions and staff meetings.
- Report for duty on time and work shifts as scheduled.
- Perform related duties as assigned or required.

##### **Facilities Operations**

- Report maintenance requests per established procedures.
- Assist with preparing conference facilities as needed.
- Coordinate with housekeeping and RLC staff to ensure all guest rooms are clean and ready for occupancy.
- Perform routine facility inspections.

##### **Administrative**

- Communicate all pertinent matters to manager(s) as necessary, including guest concerns, special guest/group requests, facilities issues, emergency situations, etc.
- Abide by and enforce University and department rules and regulations.
- Respond to emergency situations.
- Attend all training sessions and staff meetings.

- Report to work shifts as scheduled.
- Related duties as assigned or required.

**MINIMUM QUALIFICATIONS:**

- Must be enrolled for previous Spring and following Fall for **6 or more units**.
- A copy of your summer class schedule **MUST** be provided upon request.
- Must be available to work at least 20 hours/week for the Conference Services program.
- Availability from Monday, May 15, 2017 – Friday, July 31, 2017.
- **Additional employment MUST be approved in advance by the Coordinator of Desk & Summer Operations due to the need for flexible scheduling during various hours, seven days a week.**

**PREFERRED QUALIFICATIONS:**

- Resident in one of our residence halls and/or prior Conference Services experience.
- Working knowledge of Residence Life operations.
- Valid U.S. Driver's License upon employment with a two year acceptable driving record.
- 2.5 or higher GPA

**PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong interpersonal communication skills.
- Strong commitment to customer service.
- Ability to use Microsoft Office software.

**COMPENSATION:**

- \$8.25 per hour for shifts between 8am and 12midnight, \$9.00 per hour for shifts between 12midnight and 8am.
- \$10.00 per hour for shifts between 8am and 12midnight, \$10.50 per hour for shifts between 12midnight and 8am starting on July 3<sup>rd</sup> for the remainder of employment.

**SUPPLEMENTAL REQUIREMENTS:**

- Residence Life is a security sensitive department and this position requires a finger-print criminal background check.
- Motor Vehicle Division check.