GUEST ASSISTANT
2018 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, log and track 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.

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 14, 2018 – Thursday, August 9, 2018. If hired into a Fall RA, DA or DM position within Housing and Residential Life, accommodations will be made for training periods.
- Additional employment MUST be approved in advance by the Conference Operations Manager 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 Housing & Residential Life operations.
- Valid U.S. Driver’s License upon employment and ability to drive according to the University Fleet Safety Policy.
- 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:
- $10.50 per hour for shifts between 8am and 12 midnight, $11.00 per hour for shifts between 12 midnight and 8am.

SUPPLEMENTAL REQUIREMENTS:
- Housing & Residential Life is a security sensitive department and this position requires a finger-print criminal background check.
- Motor Vehicle Division check.