FOR RECRUITMENT USE

Housing and Residential Life (Housing), a self-funded auxiliary housed in the Student Affairs division of the University of Arizona, operates 24 student dorms and one Graduate housing apartment, that house 7,000 students annually on the University of Arizona Main Campus.

Our Mission: Helping Students Build a Foundation for Success

Our Core Values:

- **Excellence** - Excellence is performing at an extraordinary level and exceeding expectations
- **Respect** - Respect is treating others courteously and professionally in all situations; valuing and honoring diversity in others; being honest, direct, and courteous in all communications and loyal to all, including those not present
- **Integrity** - Integrity is doing the right thing, being honest with oneself and others, being authentic, and being transparent in intent
- **Caring** - Caring is being welcoming, kind, compassionate, and willing to help others; showing concern for a person’s needs; listening more and talking less

Be part of our exceptional student staff and receive hands-on experience, while working in a fun, diverse, inclusive and safe environment. We strive to coach, teach, and mentor all of our students to become successful in and outside the classroom. Studies prove that students with campus jobs tend to perform better in school and have a higher potential for finding employment after graduation.

In Housing & Residential Life, we know that students’ first priority is to learn. We understand the stress of midterms and final exams. We not only teach student employees leadership and time management, but we are also very flexible when it comes to working around your class and exam schedule.

**We prefer Work Study** - Federal Work Study is accepted in Housing & Residential Life. The Federal Work Study Program provides opportunity to full-time students seeking part-time positions. Students must complete the FAFSA and demonstrate financial need for the respective year to receive Federal Work Study. See if you qualify at: [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

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.
- Generate reports as needed.
- Record and report any damages, lost keys, payment issues, and lost amenities as they arise.
- 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.
- 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.
- Coordinate with housekeeping and RLC staff to ensure all guest rooms are clean and ready for occupancy.

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.

COMPETENCIES:
- Customer Service
- Organization
- Communication
- Problem Solving Skills and Critical Thinking

WORK ENVIRONMENT/PHYSICAL DEMANDS:
This is a desk based position. Students hired into this role will be required to operate a computer, answer phone calls, and speak to guests in person. This position is not heavily reliant on physical ability, but furniture rearrangement may be needed on occasion. This position also operated on a 24/7 basis so students will need to stay up during late hours of the night.

POSITION TYPE/EXPECTED HOURS OF WORK:
This is a clerical position. The desk requires 24/7 coverage and students are able to work up to 35 hours at this desk per week. Students are allowed to maintain other CGS positions while also being a Guest Assistant.
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 MINIMUM QUALIFICATIONS:
- 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.
- Strong interpersonal communication skills.
- Strong commitment to customer service.
- Ability to use Microsoft Office software.
- Valid U.S. Driver’s License upon employment and ability to drive according to the University Fleet Safety Policy.
- 2.5 or higher GPA.

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