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:

In addition to all the functions of the Guest Assistant position, the Lead Guest Assistant will work closely with the Business Desk Coordinator to help train, supervise, and coordinate the Guest Assistant staff, manage conference groups and potentially individual guests staying in Coronado Dorm, and ensure the desk is running as efficiently as possible. The Lead Guest Assistant will not be required to work regular shifts at the front desk, but is expected to support operations and coverage when necessary.
DUTIES AND RESPONSIBILITIES:
1. Collaborate with the Business Desk Coordinator in all pre-season Business Desk preparations.
2. Help train and supervise the Guest Assistant Staff.
3. Manage request for service processes and all communication with groups and potentially some individuals before they arrive to campus.
4. Facilitate the administrative processes of check-in/check-out.
5. Conduct audits of all charges made at the business desk to ensure accuracy of payments received.
6. Create and manage systems for occupancy and key management in the Business Dorm.
7. Communicate regularly with the Conference Manager for Business.
8. Communicate with custodial, maintenance, and conference housekeeping staff on occupancy of rooms.
9. Record and check StarRez on a daily basis.
10. Facilitate staff meetings and coordinate the Business Desk schedule.
11. Carry and respond to a department cell-phone during work hours.
12. Assist and support the Business Desk Coordinator with any reasonable requests or tasks.
13. Manage and attend all group check-in/check-outs at the Business Desk.
14. Attend weekly Summer Operations meetings with pre-arrival information prepared and ready to be discussed.

COMPETENCIES:
1. Communication Proficiency
2. Customer Service Provision
3. Leadership
4. Problem Solving
5. Systems Management

WORK ENVIRONMENT/PHYSICAL DEMANDS:
This job operates at the front desk of the Business Dorm. The role uses standard office equipment and software. The Lead Guest Assistant may operate out of an available nearby office, but must also be comfortable operating behind the desk. The use of our Housing software “StarRez” is also an integral part of the job. The physical demands of this position are typical of an office setting. While performing job duties the employee is regularly required to talk and hear, stand, operate a computer. The employee may occasionally need to move lobby furniture.

POSITION TYPE/EXPECTED HOURS OF WORK:
This is a student position, and hours of work are variable. The student employee will not be allowed to exceed 35 hours a week, but these hours can be met at any point during a 7 day week. Typically the student will work during business hours 8am-5pm, but may need to respond during non-business hours.
MINIMUM QUALIFICATIONS:
1. Must be enrolled for previous Spring and following Fall for 6 or more units
2. Must be available May 13th – July 31st.
3. One year of experience in a comparable student position.

PREFERRED QUALIFICATIONS:
1. At least one year experience with the Conference and Guest Services program
2. Or at least one year experience in a Housing and Residential Life position
3. 2.5 or higher GPA
4. Ability to use Microsoft Office software
5. Ability to using Housing Software – StarRez
6. Strong communication and interpersonal skills

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