

CONFERENCE SERVICES

Guest Services Representative

SUMMER JOB

PRIMARY FUNCTION

Provide customer service, cashiering and front desk support for the Conference Services program. 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. Position will also include some building management responsibilities, similar to a Resident Assistant position. Position reports to the Business Manager.

PRIMARY DUTIES AND RESPONSIBILITIES

DESK AND CLERICAL OPERATIONS

1. Check guests in and out of conference facilities per established procedures.
2. Serve as a resource person for guests.
3. Data enter guest information (check-ins, check-outs, etc.) into Conference Services computer.
4. Generate guest rosters and reports as required.
5. Perform clerical duties as assigned, including correspondence, registration cards, room assignments, damage reports, etc.
6. Issue and account for keys per established procedures.
7. Assist with preparing daily occupancy reports.
8. Accept cash payments for lodging and related conference sales and services. Issue receipts for same.
9. Assist with inventory control.

FACILITIES OPERATIONS

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

ADMINISTRATIVE

1. Communicate all pertinent matters to manager(s) as necessary, including guest concerns, special guest/group requests, facilities issues, emergency situations, etc.
2. Abide by and enforce University and department rules and regulations.
3. Respond to emergency situations as required.
4. Attend all training sessions and staff meetings.
5. Report for duty on time and work shifts as scheduled.
6. Related duties as assigned or required.

QUALIFICATIONS

Required Qualifications

1. University of Arizona student currently enrolled.
2. Must be pre-registered for Fall classes prior to the end of the Spring semester.
3. A copy of your summer class schedule **MUST** be provided upon request.
4. Must be able to work at least 30 hours/week for the Conference Services program.
5. Experience in handling cash in a cashiering environment.
6. Strong interpersonal communication skills.
7. Strong commitment to customer service.
8. Availability from May 17, 2010 through August 15, 2010.
9. Additional employment **MUST** be approved in advance by the Business Manager due to the need for flexible scheduling during various hours, seven days a week.

NOTE: Due to the need for flexible scheduling 24 hours a day/seven days a week, applicants are strongly encouraged to live on campus during their employment. Applicants who choose to live off campus must make arrangements with management staff, whereby you can be reached in the event of emergency situations or other scheduling conflicts.

Additional Preferred Qualifications

1. Resident of the residence hall system and/or prior Conference Services experience.
2. Working knowledge of Residence Life operations.

BENEFITS

1. Remuneration at \$7.60 per hour.
2. A single occupancy room in a residence hall with cable television, Ethernet connection, and local telephone service will be provided from May 16 – August 14, 2010.

