

CONFERENCE SERVICES

Night Auditor

SUMMER JOB

PRIMARY FUNCTION

Provide customer service, cashiering, data entry and night support for the Conference Services program. **This position works primarily between the hours of midnight and 8 AM, daily (subject to change).** 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

NIGHT SUPPORT DUTIES

1. Data enter guest information (check-ins, check-outs, etc.) into Conference Services computer.
2. Generate guest rosters and reports as required.
3. Prepare daily occupancy reports.
4. Prepare daily deposits, checking shift deposits for accuracy and completeness.
5. Audit daily activity to ensure accurate records and reports.
6. Provide central on-call services for all Conference Services facilities, contacting managers and emergency personnel when needed during the night.

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. Perform clerical duties as assigned, including correspondence, registration cards, room assignments, damage reports, etc.
4. Issue and account for keys per established procedures.
5. Assist with inventory control.
6. Accept cash payments for lodging and related conference sales and services. Issue receipts for same.

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.

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. Perform related duties as assigned or required.

QUALIFICATIONS

Required Qualifications

1. University of Arizona student currently enrolled.
2. Must be pre-registered for Fall classes by the end of the Spring semester.
3. A copy of your summer class schedule **MUST** be provided upon request.
4. Experience in handling cash in a cashiering environment.
5. Strong commitment to customer service.
6. Strong interpersonal communication skills.
7. Availability from May 17, 2010 through August 15, 2010.
8. 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 hall operations.

BENEFITS

1. Remuneration at \$7.85 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.

