

Position Description for **Hospitality Assistant – Audit Specialist**

Reports To	Hospitality Supervisor
Period of Employment	May through August
Hours	Various hours during fluctuating between 30-40 hr/wk. Overtime may be required during peak occupancy.
Compensation	\$9.25 per hour plus summer housing. Wage increases to \$10.10 on 7/1/18.

The Hospitality Assistant – Audit Specialist (AS) position is a full time position that assists with a variety of guest accounting related duties in order to help maintain accurate records of each guests' stay. The Audit Specialist will work at the 24-hour summer conference hospitality desks and occasional service shifts. Some weekend, night, and overtime will be required.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, our student assistants will receive a good rating in the following performance factors:

- Exhibiting communication skills through internal and external interaction, body language, and word choice.
- Displaying competence through prioritizing, knowledge of C&VS policies, attention to detail, and job specific responsibilities.
- Demonstrating critical thinking skills by being resourceful, solving problems, and remaining aware and adaptable.
- Showing professionalism through teamwork, being accountable, receiving feedback, and maintaining an appropriate appearance.

Specific Responsibilities:

A. Hospitality Tasks

1. Welcome guests and other visitors; answer questions and make appropriate referrals.
2. Respond to telephone calls promptly and accurately.
3. Be familiar with the services provided to guests.
4. Record guest check-in and check-out information on check-in/check-out sheets.
5. Issue and inventory keys.
6. Record all job-related information on the online desk logs.
7. Report building deficiencies to Residential Facilities.
8. Secure packages upon delivery and notify intended recipients.
9. Forward messages and mail.
10. Assist with and maintain an orderly desk appearance.
11. Know emergency procedures and assist as needed in emergencies.
12. Confront inappropriate behavior in common areas when necessary.
13. Complete Incident Reports to document problems and disturbances.
14. Attend all training sessions and staff meetings.

B. Auditor Duties

1. Responsible for daily audits of check-in/check-out sheets in order to maintain an accurate and complete database of guests.

2. Responsible for completing a check-in and check-out audit for each conference.
3. Complete a comprehensive check-in and check-out report following each audit.

C. Service Tasks

1. Help Service Assistants place linen in rooms before a conference.
2. Help Service Assistants remove linen from rooms post-conference.
3. Note any room deficiencies and report to Assistant Operations Manager.

D. All Other Duties as Assigned