

Position Description for **Hospitality Assistant - Communications Specialist**

Reports To	Hospitality Supervisor
Period of Employment	May through August
Hours	40 hr/wk during the summer. Overtime may be required during peak occupancy.
Compensation	\$8.75 per hour plus summer housing. Wage increases to \$9.25 on 7/1/17.

The Hospitality Assistant – Communications Specialist (CS) will work at the Summer Conference Hospitality Desks in the residence halls on campus. When occupied, the desks operate 24 hours a day and the CS is responsible for all tasks associated with the desk and will also work occasional service shifts. Some weekend, night, and overtime work will be required. The CS will also work closely with the Assistant Operations Manager to write articles for and distribute the summer newsletter and take pictures of campus and staff events.

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 and Check Out Sheets (CIS and COS).
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.
15. Write articles and take pictures related to C&VS's summer events, staff and operations for C&VS's weekly newsletter to be distributed to the entire Summer Conference staff.

B. Guest Accounting

1. Responsible for communicating with the Service Staff short term guest schedules/assignments.
2. Responsible for preparing materials at the desks for the arrival/departure of summer guests.

C. Service Tasks

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

D. All Other Duties as Assigned