

## Position Description for **Hospitality Assistant – Desk Specialist**

<b>Reports To</b>	Hospitality Supervisor
<b>Period of Employment</b>	May through August
<b>Hours</b>	Various hours during the summer fluctuating between 30-40 hr/wk (Full-time) and 15-20 hr/wk (Part-time). Overtime may be required during peak occupancy.
<b>Compensation</b>	\$8.75 plus summer housing. Wage increases to \$9.25 on 7/1/17.

The Hospitality Assistant – Desk Specialist (DS) 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 DS 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.

### **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. 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**