

## 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>	\$9.25 plus summer housing. Wage increases to \$10.10 on 7/1/18.

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.

### **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 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. 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.

**C. All Other Duties as Assigned**