

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

Reports To	Hospitality Supervisor
Period of Employment	May through August
Hours	Various hours during the summer fluctuating between 30-40 hr/wk. 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 - Key Specialist (KS) position is a full time position. The Key Specialist will assist with a variety of key related duties in order to help maintain and organize the residence hall key boxes. The Key Specialist will also work at the 24-hour Summer Conference Hospitality Desks and occasional service shifts. Some weekend, night, and overtime shifts 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. Key Duties

1. Responsible for daily key audits of the residence hall keys and ensure keys are accounted for at each desk.
2. Pack residence hall keys prior to a group's check-in.
3. Responsible for completing a check-in and check-out key audit for each conference.
4. Complete a comprehensive check-in and check-out report following each audit.

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