

Position Description for **Service Assistant**

Reports To	Assistant Operations Manager
Period of Employment	May through August
Hours	40 hr/wk during the summer. Overtime may be required during peak occupancy.
Compensation	\$9.25 per hour plus summer housing. Wage increases to \$10.10 on 7/1/18.
Preferences	A valid driver's license with fewer than 5 points.

The Service Assistant is a full time position. The Service Assistants are responsible for working with the Assistant Operations Manager to ensure that each room is prepared and ready for incoming guests. This often consists of checking the rooms and displaying fliers and other materials, but also includes removal of linens when necessary. While not responsible for any cleaning, Service Assistants may be called upon to help inspect spaces cleaned by housekeeping and in certain circumstances correct minor problems that might be encountered. The Service Assistants may also work desk shifts and check ins/outs to help cover particularly busy periods.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Service Assistant 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. Service Administration

1. Provide each guest with a clean, properly arranged room as required.
2. Perform quality control checks of completed work.
3. Conduct/coordinate public area inspections before any group occupancy.
4. Lock all doors before any group occupancy, unless instructed otherwise
5. Report work orders in a timely fashion.
6. Help supervise Hospitality Assistants when they are working service shifts.

B. Administrative Duties

1. Responsible for locating, tagging, and logging all lost and found items.
2. Assist Assistant Operations Manager with updates to the service calendar.
3. Maintain all logs and administrative materials used for service operations.
4. Provide administrative support as required.

C. Service Tasks

1. Count and record linens, bedspreads, pillows, supplies, and amenities.
2. Sort and prepare linen after each use for pick-up by vendor.
3. Place linens in guest rooms prior to arrival.
4. Remove linens from rooms post-conference.
5. Note any room deficiencies and report to supervisor.
6. Perform other service related duties to meet the needs of a wide variety of conferences and guests.
7. Perform quality control checks of completed work.
8. Conduct public area inspections before occupancy.

D. Hospitality Tasks

1. During peak periods may be asked to fulfill any and all tasks associated with the Hospitality Assistant position.

E. All Other Duties as Assigned