| Position: | Guest Relations Coordinator |
| Reports To: | Conferences and Guest Services Senior Staff |
| Compensation: | ✓ $9.00 / hour for up to 30 hours per week  
✓ Rent-free, on-campus housing  
✓ Commuter meal plan (partially rechargeable up to 1 time) |
| Required Qualifications: | ✓ Must be in good standing with Boise State University and Housing and Residence Life  
✓ Enrolled in at least six (6) credits at Boise State University for either Summer 2016 or Fall 2016 (for those seeking additional employment in Spring 2016, you must be enrolled in Spring 2016)  
✓ Ability to serve in the Guest Relations Coordinator role from May 8, 2016 to August 20, 2016 - additional employment is available from February 29, 2016 to May 7, 2016  
✓ Ability to learn, implement, and direct all aspects of the Guest Relations policies and procedures  
✓ Ability to be flexible and actively troubleshoot complex problems  
✓ Actively demonstrate excellent customer service and communication skills  
✓ Willingness to work a varied schedule (days, evenings, weekends, holidays)  
✓ Minimum cumulative and semester GPA 2.25  
✓ Successful completion of at least 26 credits (sophomore status or higher)  
✓ Must attend (and direct) all training sessions, staff meetings, and blackout work dates  
✓ Prior successful experience as a Guest Service Representative or Summer Crew  
✓ Successful completion of criminal and vehicular background check |
| Preferred Qualifications: | ✓ Excellent organizational and time management skills  
✓ Strong interpersonal skills and ability to work in a team environment  
✓ Ability to lead a team through multiple tasks simultaneously  
✓ Minimum cumulative and semester GPA of 2.5 |
| Dates of Employment: | Sunday, May 8, 2016 to Saturday, August 20, 2016  
Optional period: February 29, 2016 to May 7, 2016 |

**GENERAL DESCRIPTION**

The Guest Relations Coordinator is responsible for performing a variety of tasks that facilitate a successful conference program within the residence halls and provides assistance to Boise State University conference guests and clients. The Guest Relations Coordinator serves as an assistant role to the Guest & Conference Housing Professional Staff. The Guest Relations Coordinator provides hands on direction and leadership to the Guest Service Representatives during check-in/outs, conference/camp preparations, desk organization, and working with customers.
MAJOR RESPONSIBILITIES

Administrative and Desk Duties:
The Guest Relations Coordinator will be required to clock-in and out at the beginning and ending of their work shifts. During peak times the Guest Relations Coordinator staff will assist with the staffing of the front desks and check-ins/outs. All Guest Relations Coordinator must acquire a working knowledge of Housing and Residence Life, desk procedures, mail handling, checking in/out guests, Boise State University, and prospective clients. It is an expectation that you check your University email at least once a day. Read and maintain the daily work log. Responsible to data entry and forecasting customer service needs. Assist in the direct supervision of the Guest Service Representatives; including training, scheduling, delegating, and evaluating performance. Set and maintain high quality standards and motivate the team to achieve these standards. Perform routine key inventories as described in the manual and in training. Ensure the desk staff members are prepared for arrivals and departures. Maintain inventory of desk supplies and coordinate restocking. Maintain information binders, group folders, and computer files as necessary. Determine occupancy changes (no shows, room moves, etc). Update billing worksheets and other administrative paperwork as described in training/manual by the prescribed deadlines. Maintain accurate lost and found records. Collaborate with the Summer Crew Coordinators and other staff to meet client needs. Complete work schedule requests by the 15th of each month in addition to completing work swaps in a timely and appropriate manner.

Boise State University & Guest Relations:
Serve as a liaison and ambassador between Housing & Residence Life, campus partners, and conference attendees/sponsors. Act as a resource person or concierge to our guests. Assist guests with questions and troubleshoot/resolve customer complaints. Promote and maintain good relations for the University through contact with co-workers, students, prospective students, conference guests, supervisors, and others. Immediately respond to feedback directed toward any segment of the guests’ stay in an honest and constructive manner. Summer staff should be good role models and ethical decision makers at all times, their behavior should be such that reflects positively on Boise State University and Housing and Residence Life. Staff must abide by and enforce (both in spirit and rationale) all policies set forth by Housing and Residence Life, Boise State University, local, state, or federal entities. Respond to emergent requests either in person or by contacting the appropriate personnel. Be aware of the daily conference schedule and knowledgeable about our guests at all times. Know the special requests and nuances of each conference group and relay them to your work team.

Confidentiality:
Staff will come in contact with sensitive information as they work with our clients; some of this may be protected by the Family Education Right to Privacy Act (FERPA). Information protected by FERPA cannot be released by staff unless specific criteria are met. Staff should refer questionable inquiries to their supervisors for appropriate direction and follow up. Staff will be required to sign and abide by a confidentiality agreement.

Contract Period:
The Guest Relations Coordinator position holds a student leadership and lead supervisory role with a contract period running from May 8, 2016 to August 20, 2016. All staff members are required to participate fully in all aspects of their position from training, performing job duties, on-call responsibilities, and staff meetings. Should a staff member not be able to complete the full duration of their contract, their compensation will be pro-rated to reflect the amount of work done and they will be required to move out of their University provided housing and/or assume appropriate room charges, depending on their housing assignment and agreement.

Facility Management:
Ensure the office and lobby areas are presentable, clean, and professional at all times. Ensure Guest Service staff distributes linen and maintain linen inventory behind the front desk. Collaborate with the summer team about
room availability for building turns, check-in/out, and tours. During peak times the Communications Manager may assist with the preparation of rooms for guests; which includes, but not limited to, pulling trash and used linen, light cleaning, vacuuming, setting new linen, and laundry.

On-call Duties:
Each staff member will serve in an emergency / resource on-call rotation throughout the summer; specific dates will be determined during training in May. The Communications Manager is to be accessible via the on-call cell phone at all times when on-call. It is expected that the summer staff will live in their assigned hall/room and be visible to conference guests while on-call. Maintain building security and safety, make scheduled rounds of facilities, confront and document inappropriate behavior and/or facility concerns. Perform any job-related duties as the need arises, including facility tours, work break periods, poster making, responding to client’s needs, emergency response, change runs, etc. Staff must abide by on-call procedures set forth in the staff manual and as presented during staff training. Complete nightly on-call logs. Timely entry and logging of incidents (whether if on-call or not).

Other Duties as Assigned:
This job description is not an all-encompassing document of all duties or responsibilities, but to categorize the major components of the position. Staff may be asked to assist other member of Housing and Residence Life with tasks that may not directly relate to summer conferences, but need to be accomplished. These could include, but may be limited to light custodial work (such as window cleaning, washing walls and/or stair railings), building inventories, staging opening, tours, and crowd control.

Rent Free Housing & Meals:
Staff members are provided a rent-free housing option and are required to live in the community in which they are assigned. Those staff members requesting and granted a housing exemption will be required to live on-campus during their on-call period and will not be compensated for their housing. Upon early separation from their position (voluntary/involuntary) the staff member may be required to move out of the assigned space and/or assume the full prorated charges for the space (pending availability and consideration of the circumstances). Meal plans are intended for the use of the employee and upon occasion a guest (not to exceed more than twice per month). Portions of the meal plan are rechargeable; the staff member must inform their supervisors of the need to recharge when there are 10 meals left.

Significant Time Commitment:
This position requires a large amount of flexibility and is to take priority over other time commitments, such as it may make it difficult to hold a significant outside job. The Communications Manager must be available to work days, nights, and weekends on a rotating basis (in addition to work with little to no advance notice). The work schedule is up to 30 hours per week as scheduled with the Conferences & Guest Services Senior Staff.

Academics / Class Enrollment:
Classes must be capped at no more than one class per session; please note it is not possible to enroll in classes during the first three weeks of summer school due to staff training (this is inclusive of the first 3-week and first 8-week sessions).

Other Employment:
Holding another campus job will not be permitted, as Boise State University does not allow students to exceed 30 hours during the summer. Any pre-existing or new employment off campus must have the express written permission by the Conferences & Guest Services Senior Staff.

Approval:
Please review and obtain approval for any potential outside and academic time commitments with the Conferences & Guest Services Senior Staff prior to accepting employment and throughout the summer.

Teamwork:
Be actively engaged as a staff member by sharing ideas, concerns, and suggestions in a timely and appropriate manner. In addition, help support the entire team by assisting others. Cooperate with coworkers and treat one another with respect. Have a positive attitude and be willing to contribute to an encouraging work environment. Attend all training sessions and staff meetings.

**Senior staff meetings and all staff meetings will be held weekly on days and times to be determined based on conference need and Conferences and Guest Services Senior Management.** Maintains good working relationships with custodial and maintenance staff, conference operations staff, and our vendors.

**Work Scheduling:**
This position lasts for a very quick summer and staff is needed to be present from Sunday, May 8, 2016 to Saturday, August 20, 2016. Scheduled time away requests are approved on a first-come, first served basis for the upcoming month. All time away requests are due to the supervisor before the 15th of the preceding month. Please note that time away requests may be turned down due to staff needs. Time away will be restricted to no more than seven (7) total days. As a student hourly employee, you do not accrue vacation, so you will only be paid for time worked. During the following times, as all staff members are required to be present and working (please note these dates are subject to change):

May 8, 2016 – May 27, 2016 – Training and Conference Preparations  
June 10, 2016 – June 17, 2016 – Conference Needs  
July 16, 2016 – July 24, 2016 – Conference Needs  
August 7, 2016 – August 20, 2016 – Summer Closing, Transition Period, Early Arrivals, Fall Opening

_I have read and understand this job description as it outlines the major responsibilities and commitments this position entails. I further understand that more specific details about these responsibilities and commitments will be discussed in training and that I have an opportunity to ask for clarification at any time._

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Printed Name  Signature  Date