Position: Guest Service Representative

Reports To: Guest Relations Intern

Compensation:
- $8.00 / 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 & Residence Life
- Enrolled in at least 6 credits at Boise State University for Fall 2016 or Summer 2016
- Ability to serve in the Guest Service Representative role from May 8, 2016 to August 20, 2016
- Ability to learn and implement all summer procedures
- Ability to be flexible and troubleshoot complex problems
- Demonstrate excellent customer service and communication skills
- Willingness to work a varied schedule (days, evenings, weekends)
- Minimum cumulative and semester GPA of 2.0
- Successful completion of at least 12 or more credits
- Must attend all training sessions and mandatory work times
- Successful completion of a background check

Preferred Qualifications:
- At least 6 months customer service experience
- Excellent organizational and time management skills
- Strong interpersonal skills and ability to work in a team environment
- Minimum cumulative and semester GPA of 2.5


GENERAL DESCRIPTION
The Guest Service Representative 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. Their primary role will be the front line, customer-facing staff member to provide exceptional customer service and a positive experience for our guests.
MAJOR RESPONSIBILITIES

**Administrative and Desk Responsibilities:**
Prepare and complete check-in/out processes for all summer guests and others as directed. Distribute and forward mail, answer questions from guests and visitors, post information, answer the telephone in a professional manner at all times, record and distribute messages. Interact with Student Conference Managers and Guest Relations supervisor to ensure all necessary preparations for group arrivals and departures are completed. Enter all guest and conference information in to the conference database system and prepare for all check-in/outs. Issue and account for keys per established protocols. Maintain a cash drawer and receipts in compliance with Boise State University and Departmental regulations. Maintain and organize an accurate and up-to-date lost & found inventory. Acquire a working knowledge of Housing & Residence Life, desk programs, Boise State University, and prospective clients. Ensure that all administrative requirements are fulfilled completely, accurately, and on-time. Adhere to assigned work schedules and daily desk tasks; remain at the desk while on shift, except in the performance of work related tasks, or responding to an emergent situation. Uniform and name badges must be worn during all work shifts. Check your University email at least once a day. Read and maintain the daily desk log. Update rosters and occupancy data when needed. Enter work requests in TMA timely and appropriately. Update all hall and desk postings and bulletin boards. Complete monthly work preferences by the 15th of each month. Complete on-call and desk swaps in accordance to established procedures.

**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. Prepare quality and attractive bulletin boards, welcome signs, and posters. 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 (whether on-call or not).

**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 Service Representative position is a student leadership role with a contract period running from May 15, 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. Distribute 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 Guest Service Representative will 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 Guest Service Representative 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 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 & 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 clerical work, building inventories, staging opening, tours, crowd control, and preparing mailings.

**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 an outside job. The Guest Service Representative 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, with you working three 10 hour days.

**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 Guest & Conference Housing Manager.

**Approval:**

Please review and obtain approval for any potential outside and academic time commitments with the Guest Services Manager **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. **Staff meetings will be held weekly on days and times to be determined.**
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 15 weeks and staff is needed to be present from Sunday, May 15, 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 Guest Relations 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 15, 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.

Printed Name

Signature

Date