Guest Services Attendant (Information Desk)

**JOB SUMMARY**
The Student Union (SU) facility serves as the center of campus life and is host to many programs and services for the UNLV community. The Student Union Facilities & Operations team exists to provide exceptional service to students, faculty, staff, and non-university guests visiting and utilizing the facility and is an essential piece in creating an environment that is welcoming, safe and accessible. The Guest Services Attendant shall be responsible to the Student Union Facilities & Operations management team (Graduate Assistant, Student Union Facility Coordinator and Assistant Director of Facilities & Operations) for supporting the day-to-day operation of the Student Union Information Desk and assisting guests with events, meetings, classes, parking, and other general information about the Student Union, UNLV, and the surrounding community. All duties will be performed in a friendly, professional, and courteous manner at all times.

**DUTIES AND RESPONSIBILITIES**
- Provide general information to students, staff and guests of the university in person, over the phone and via e-mail
- Manage and resolve guest complaints, receive suggestions/recommendations
- Maintain a comprehensive knowledge of the facility, university and surrounding community
- Sell merchandise including, but not limited to, parking and bus passes, stamps, and envelopes
- Make copies, scans and send faxes for guests
- Provide change for guests whenever possible
- Provide refunds for all campus vending machines when necessary
- Operate cash register to ring-up all merchandise transactions
- Open cash register and complete daily opening cash and merchandise report
- Manage all lost and found items for the facility
- Check-out/in facility and cart keys to facility staff
- Maintain tally of frequently asked questions
- Sort mail and packages for departments located in the facility
- Approve all postings and fliers for posting boards and advertising areas
- Assist Facility Manager with preparing weekly table tent advertisements
- Stock and distribute complimentary testing materials and supplies
- Attend all scheduled department meetings and trainings
- Uphold and enforce Student Union policies and procedures
- Perform other related duties as assigned

**MINIMUM QUALIFICATIONS**
Ability to perform all duties and responsibilities as outlined above. Must be a current UNLV student and maintain a cumulative GPA of 2.25 or higher and a semester GPA of 2.0 or higher. Prior guest service experience required with strong preference given to applicants with minimum one (1) year experience. Comprehensive knowledge of the university strongly preferred. Cash handling and point-of-sale system experience strongly preferred.

**Salary:** $8.25 per hour (Max 20 hrs per week)
**Estimated Hours of Work Per Week:** 20
**Contact Person:** Israel Sandoval, Facility Coordinator
**Contact Number:** 895-5668