

**ON-SITE HOSPITALITY ASSISTANT  
STUDENT UNION & EVENT SERVICES  
CONFERENCE HOUSING**



**JOB SUMMARY**

On-Site Hospitality Assistants are responsible for the day-to-day summer conference housing operations of the University of Nevada, Las Vegas. This includes establishing working relationships with community partners, as well as working with Campus Life to facilitate groups staying on campus throughout the summer. The On-Site Hospitality Assistant is a crucial role in the success of the Conference Housing program, overseen by Student Union & Event Services. This is a live-in, temporary position during the summer months only (anticipated summer dates are mid-May through late-August), with a recruiting process beginning every Spring semester. The position requires a minimum commitment of **25 hours per week**. On-Site Hospitality Assistants report directly to the Sales and Conference Housing Coordinator. This position requires on-call duty as well as evening and weekend work. Other summer time commitments, including classes and university sponsored extracurricular activities, will be evaluated on a case-by-case basis to determine hiring eligibility.

**QUALIFICATIONS**

Successful applicants will be detail-oriented, professional, and technologically adept. Candidates must have experience in customer service and problem solving, and have effective communication and critical thinking skills. Applicants must also demonstrate the ability to perform the essential functions outlined below.

**Objectives of the On-Site Hospitality Assistant**

- A. To work towards the accomplishments of the Student Union & Event Services mission and goals
- B. To maintain a living atmosphere that is supportive of guests/contracted clients expectations and service standards
- C. To exhibit care and concern for all students, guests, patrons, and conference attendees.
- D. To promote cooperation, collaboration, and compromise among building occupants.
- E. To provide information and assistance as needed.
- F. To establish and enforce limits necessary for the satisfactory functioning of a group living environment.

**Specific Duties and Responsibilities**

- A. General Communication and Peer Responsibilities
  - a. On-Site Hospitality Assistants are responsible to abide by all policies & procedures
  - b. Maintain familiarity with the location and operation of campus and community offices and organizations
  - c. Refer guests to appropriate resources
  - d. Maintain confidentiality in all matters involving guests
- B. Conference Planning:
  - a. Establish a relationship with the Client/Meeting Planner prior to arrival
  - b. Assist clients with assigning guests rooms and prepare check in packets
  - c. Communicate housekeeping needs and concerns with the custodial supervisor
  - d. Communicate dietary and dining hall needs with Aramark to understand groups' expectations
  - e. Facilitate and assist with on-site check in/out for assigned conferences
  - f. Use Kx to accurately reflect guests' in the residence halls

- g. Responsible for billing accuracy
- h. Serve as a contact/troubleshooter for all guests
- i. Answer all work related calls in a timely manner
- j. Check and respond to all emails daily (Work email will be provided)

C. Administrative Duties:

- a. Be responsible for opening and closing of the residence halls at the beginning and end of summer
- b. Be accountable for checking and recording room conditions at the beginning and end of the summer, and whenever a guests moves in or out
- c. Be aware of and report all conditions related to the upkeep and safety of the residence hall common areas
- d. Assume on-call responsibilities according to the procedures established by Student Union & Event Services
- e. Complete reports as requested in a thorough and timely fashion
- f. Inventory all linen in rooms upon guest arrival and departure
- g. Tag and return all lost and found articles to the Conference Housing Office
- h. Prepare rooms with linen and amenities
- i. Work minimum of 20 hours of desk shifts at the Conference Housing Desk and linen shifts
- j. Handle summer lock-outs between the hours of 6 AM and 10 PM while at the desk

D. Health and Safety:

- a. Familiarize oneself with fire safety equipment
- b. Report all safety hazards
- c. Assist the Sales and Conference Housing Coordinator, Student Union & Event Services, Housing and Residential Life, Public Safety Office, or other identified University Officials as assigned in emergencies
- d. Know and adhere to the rules and regulations of the residence halls
- e. Respond to maintenance needs and provide assistance in initiating and closing out any requests
- f. Handle overnight lock-outs during assigned duty shifts
- g. Follow appropriate duty protocol and emergency procedures

E. Residence Hall Regulations:

- a. Communicate in a clear and positive manner the rules, regulations, and their purpose and rationale to guests
- b. Develop consistent methods of enforcing rules and regulations and assist clients in developing methods of self-enforcement
- c. Take appropriate action to protect the health, safety, and rights of guests

F. Staff Training and Staff Communication:

- a. Attend one week of mandatory training
- b. Attend mandatory weekly meetings every Tuesday at 1:00 pm beginning May 19<sup>th</sup>
- c. Attend one-on-one meetings with the Sales and Conference Housing Coordinator
- d. Provide the Sales and Conference Housing Coordinator with accurate and timely information regarding the residence halls and guests' concerns
- e. Develop and promote a positive working relationship with all staff, including residence hall staff, clerical, custodial, maintenance, and administrative personnel

G. Other Duties as Assigned:

- a. Act as a representative of the Student Union & Event Services in any matter or duties that may be assigned by the Sales and Conference Housing Coordinator

- b. Accomplish additional tasks as requested by the Sales and Conference Housing Coordinator, or any other Student Union & Event Services supervisory staff
- c. Provide customer service to all conference guests and summer students

## CONDITIONS OF EMPLOYMENT

- A. On-Site Hospitality Assistants must be currently enrolled for the upcoming Summer and/or Fall semesters as a student at UNLV.
- B. The period of employment is concurrent with one summer. The typical dates of employment are the first day of Summer Session 1 through the last day of Summer Session 3.
  - a. Re-appointments are not automatically guaranteed and will be based upon satisfactory job and academic performance.
  - b. Evaluation of job and academic performance will occur at least once during the job period.
- C. On-Site Hospitality Assistants are required to live in the room to which they are assigned.
- D. On-Site Hospitality Assistants receive remuneration in the form of “in kind wage” for their room and board, a cash stipend based upon responsibilities.
- E. On-Site Hospitality Assistants should expect to invest a minimum of 25 hours per week in position-related activities. Conference housing work is as much a lifestyle as it is tasks to complete, therefore there will be times when one’s work exceeds 25 hours per week and times when one’s work is less than 25 hours per week.
- F. Performance of the responsibilities in the On-Site Hospitality Assistant position will take precedent over all other activities, except attendance
- G. Employment off-campus is prohibited.
- H. **Involvement in extra-curricular activities must be carefully chosen in consultation with one’s supervisor and supervisor approval is required. Failure to disclose to your Conference Housing supervisor any extracurricular involvement could result in disciplinary action. It is important that the On-Site Hospitality Assistant is able to respond to the unpredictable nature of this job, and meet academic demands and personal needs.**
  - a. The supervisor reserves the right to require the On-Site Hospitality Assistant to forgo an involvement activity, in particular if there is concern about job performance.
- I. On-Site Hospitality Assistants must be aware of their academic commitments during the semester. While we support academic success among our staff, we also want to be realistic in terms of competing demands that can occur as a result of this position. (Summer term class schedule must be submitted at the time of application). We will continue to monitor all
- J. On-Site Hospitality Assistants must be available for all trainings, meetings, and hall summer closing.
- K. In order to enhance availability and to assure adequate staff coverage. Permission to be away can be secured in consultation with the Sales and Conference Housing Coordinator. The Coordinator may deny permission to be away based upon the number of requests and anticipated staffing needs.
- L. On-Site Hospitality Assistants must have a cumulative grade point average of 2.25 on a 4.00 scale at the time employment is offered. Once employed, each semester the On-Site Hospitality Assistants must achieve a semester grade point average of no less than 2.00. At the end of Spring semester another grade check will be conducted to confirm summer employment.

**COMPENSATION**

\$250 per week paid semi-monthly

**DISCLAIMER**

The job description has been designed to indicate the general nature and level of work performed by the On-Site Hospitality Assistants. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the position.