

# **Student Union & Event Services | Guest Service Attendant**

## **Purpose**

This position is responsible for the daily operations of the SU Information Desk while on shift. Individuals holding this position must be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills. This person will enforce all Information Desk and SU policies and be able to communicate to a diverse group of patrons while the policies are in place. The GSA is responsible for all Information Desk operations, including customer service, cash handling, lost & found, mail center, phone calls, and supervision of facility operations.

## **Minimum Qualifications**

- Current UNLV student maintaining a cumulative GPA of 2.25 or higher and semester a GPA of 2.0.
- Undergraduate students required to be enrolled in at least 6 credit hours, Graduate students in 5
- Must be available to work a minimum of 10-15 hours per week.
- Must complete a maximum 2 weeks of shadow shifts under supervision of veteran GSA staff.

## **Preferred Qualifications**

- Prior customer service, cash handling and conflict management experience.
- Comprehensive knowledge of UNLV, campus layout, activities, news and special events.

## **Task**

### **Duties and Responsibilities include, but are not limited to:**

- Provide general Information Desk pricing and services to students, staff and guests.
- Manage and resolve guest complaints, receive suggestions/recommendations.
- Maintain a comprehensive knowledge of Information Desk supplies and equipment.
- Open and close the Lost & Found log, register (open only), yahoo messenger and comm. log.
- Knowledge of all services and entities of the SU including Reservations & Scheduling, Event Operations, and Sales & Marketing.
- First responder to all Student Union emergencies in absence of SU Facility Manger.
- Act in a professional manner by upholding Information Desk and SU policies when involved in conflict management with patrons, students and staff.
- Perform related mail operation, phone and cash register tasks, while providing professionalism, etiquette and consistent efficiency.
- Attentive to SU patrons while maintaining daily Information Desk logs including guest counts.
- Report any facility equipment malfunctions to Facilities GA or Facilities Coordinator.
- Maintain accurate inventory of Information Desk office supplies.
- Clean the Information Desk daily.
- Attend all scheduled department meetings and trainings.
- Perform other related duties as assigned

### **Staff Expectations:**

- Act as a role model for fellow staff members and maintain a standard of performance on daily tasks.
- Maintain effective communication with other SUES Facilities team members
- Communicate clear and concise information as needed to Facilities GA and Facilities Coordinator.
- Adhere to all SUES guidelines and non-negotiable.

## Criteria for Success

Game Room Attendants will be evaluated on their performance each semester. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all patrons and SUES staff.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to assess a situation and make well informed decisions independently.
- Ability to act in a professional manner and serve as a role model and mentor for SUES staff.
- Ability to positively promote UNLV and SUES to peers/patrons and take initiative to be involved throughout campus.
- Ability to communicate effectively with all team members, including GA and professional staff, both while on and off shift.
- All facilities student staff will attend monthly, semester and annual meetings and trainings.

## Transferable Skills and Knowledge Gained by Employment

Relationship Development	Critical Thinking
Interpersonal Communication Skills	Self-Confidence and Self Discovery
Time Management	Teamwork in Collaborative Settings
Professional & Student Development	Problem Solving
Incident Report Writing	Knowledge of Administrative Process and Paperwork

**Pay Rate: \$9.50 per hour**

**Minimum Hours: 15-20 hours per week**

**Contact Person:, Ron Buncombe, Facilities Manager, [ronald.buncombe@unlv.edu](mailto:ronald.buncombe@unlv.edu)**