Conference Housing Team Member

JOB SUMMARY
The Conference Housing program exists to serve students with employment opportunities while supporting the University through housing external guests and university sponsored groups. The Conference Housing Team Member shall be responsible to the Conference Housing Management Team (Hospitality Managers, Amenities Manager, Graduate Intern, Conference Housing Coordinator (or their designee), and Assistant Director of Facilities & Operations) for front-line guest relations. This position must have a thorough knowledge of the conference program, as well as the policies and procedures in order to ensure smooth operations. Fundamental to the position is the concept of “role model.” All duties will be performed in a friendly, professional, courteous manner at all times.

DUTIES AND RESPONSIBILITIES
- Work as scheduled in all areas of the Conference Housing operation (front desk, linen & amenities, and when necessary, the facilities/custodial team)
- Perform accurate check-in and check-out of conference guests
- Using Kinetic software, prepare all arrival and post-departure packets, paperwork, billing, key packets, etc.
- Accurately and efficiently respond to guests’ questions, concerns, or requests
- Assist in the general coordination of conference and camp groups while on-campus
- Handle telephone communications
- Distribute and forward all incoming mail and messages
- Maintain equipment sign-out/communication log
- Sale of University Parking Permits to conference guests
- Perform various clerical duties as needed
- Prepare all rooms with linen set-ups and amenities
- Assist the Amenities Manager with final walk through of rooms prior to guests arrival
- Tag and return all lost and found articles to the Conference Housing Office
- Assist the Housing Facilities Team as needed
- Maintain communication with the Building Custodians on a daily basis
- Inventory all linen in rooms upon guest arrival and departure
- Assist the Amenities Manager with inventory control at the storage location
- Knowledge of emergency procedures, confrontation methods and crisis intervention techniques provided by Conference Housing
- Attend weekly staff meetings with the Conference Housing Management Team
- Participate in a rotating nightly (7 days per week) on-call schedule for guest assistance

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. Experience in guest relations and clerical work preferred.

Salary: $8.25 per hour

Estimated Hours of Work Per Week: 20 (avg)

Contact Person: Nick Paxton, Facilities Graduate Assistant
895-4449