

Conference Services Guest Service Agent

Position and wage	Student Assistant B, \$8.50 hourly
Supervisor Name	Amber Cagwin, 474-5846, fnacc@uaf.edu
Requisition Number	0056744
Employment Type	Student
Review Date	February 11, 2009
Expected Hire Date	March 30 – May 9, part time; May 13– September 3, 2009 full time

Job Posting Summary

Conference Services at UAF works with over 5,000 people of various ages from around the world associated with over 60 groups each summer. Conference Services provides housing accommodations in the Residence Halls, Student Apartments, and other guest residences on campus. Conference Services also coordinates conferences and events, schedules meeting spaces, coordinates meals with Dining Services, all as needed by each group that visits campus.

The Conference Services Office operates 24 hrs, 7 days each week from mid-May to early September.

Guest Service Agents work directly with clients and guests to arrange details for group stays, take reservations, prepare for guest arrivals, check guests in and out, and help with guest questions or requests. Successful applicants for our Guest Service Agents should enjoy being part of a diverse team and interacting with guests of various ages from around the world

Work Hours:

- To be arranged by Office Supervisor and Conference Services Manager, part time during training (March 30 - May 9) and full time (32-40 hours per week) during summer (May 11-Sept. 3).
- Applicants must be available for individualized and group training March 30 - May 9. Individual training hours will be determined with employee, group training will take place every Saturday (time TBD). Applicants must also be available for training May 13-15 9am-6pm, and assigned shift times May 17-September 3, 2009.
- Applicants must be available to work for entire job duration. Day, evening and night shifts available. Shift times are 10pm-7am, 6am-3pm, and 2pm-11pm. Each shift includes a one-hour break, time TBD with supervisor and co-workers.
- Vacation requests must be received by May 21, and will be granted on a "first come" basis. Written response will be given within 72 hours, as requests are not always granted.
- If you anticipate having to leave the job prior to September 3 for reasons such as being an orientation leader, fall employment that begins prior to September 3, or transferring to another school, you must notify the Conference Services Manager as soon as possible to allow for planning around the absence.
- During times with increased work load, time off will not be given, and all staff may be requested to work. Those dates include but are not limited to: May 12-24, June 23-25, June, June 27-29, July 11-12, July 17-19, August 2-3, and August 21-September 3. Additional dates may be added as needed.

Additional Benefit:

- Housing benefit of a double shared room in Bartlett, the value of which can be applied to any summer campus housing, including Wickersham or family, graduate and non-traditional student apartments. Housing benefit is contingent upon satisfactory work performance and completion of work for the entire job duration. Scholarship will be applied at the beginning of the summer. If position is vacated early, entire benefit may be removed.

Knowledge, skills and abilities required for this position.	<ul style="list-style-type: none"> - UA Student enrolled for at least 6 credit hours for Spring 2009, Summer 2009, OR accepted and/or enrolled for Fall 2009. Minimum 2.0 cumulative and previous semester GPA at time of application. - Ability to work individually or as part of a team - Ability to work without supervision, make independent decisions and judgments. - Communicate clearly with co-workers and guests of diverse populations. - Ability to multi-task and follow projects through to completion in an often fast-paced work environment.
Typical education or training required for this position (including licenses). If no education or training is required, type none.	<p>Valid driver's license preferred, but not required</p> <p>Demonstrated education and experience sufficient to perform the responsibilities of the position and to have acquired the necessary skill and abilities.</p>
Length of time and type of experience required for this position.	<ul style="list-style-type: none"> - Prior office experience preferred. - Prior customer service, Conference Services and/or hotel front desk experience preferred. - Computer experience with MS Word, Excel, and email required. Data entry, guest housing or reservation software and proficiency with Word, Excel and Access preferred. - Must be available for ALL training dates (See dates and times above), be able to work the entire job duration and have a flexible schedule.
Posting date:	01/28/2009
Review Date	02/11/2009
Closing date:	Open Until Filled
Special instructions to applicants	Please attach a resume, cover letter, and the names and contact information of 2 references (at least one professional reference). If you do not have a resume, you may download the resume templates on the "attach documents" page. If you have difficulty applying for this position you may contact UAF Human Resources @ 474-7700.
Required applicant documents:	<p>Resume</p> <p>Cover Letter</p> <p>References</p>

Typical Duties:

- Reports to the Conference Services Manager and Office Supervisor.
- Take reservation information for students and guests staying on campus, enter information into computer system.
- Greet students and guests and perform registration and check-in procedures
- Handle money and balance shift report, issue receipts for guest payment
- Assist in preparation for guest arrivals, including but not limited to, stuffing packets, preparing labels and key envelopes, key inventories, printing of reservation cards, check-in and out sheets, etc.
- Filing, data entry, and other office related duties as assigned by supervisor
- Some shift work with the Conference Services Crew may be required.
- Other duties as assigned