

GUEST SERVICES ASSISTANT (GSA) POSITION DESCRIPTION

Guest Services Assistants (GSA) are classified as Student Assistant III positions in accordance with the Personnel Policies for Staff Members (PPSM) Appendix 3, Exhibit A, Student Employees. This position is a critical position and subject to background check.

During the summer, Conference Housing Services provide housing and dining services in our residence halls to a wide variety of conference groups such as: Summer Sessions, various academic and education symposiums for youth and adults, youth sports/cheer camps, educational outreach programs, etc. Guest Service Assistants staff up to three conference desk operations with focus on providing all aspects of guest accommodations and event services to summer conference guests. GSA staff must present a good image of the University through appearance, pleasant, helpful disposition, positive and responsive attitude and actions. Duties are extremely varied requiring flexibility regarding work schedules and job responsibilities. Work hours include a combination of day, evening, weekend, and overtime on-call hours. The official summer season dates will be 6/22/24 - 9/14/24. Employment may begin on 6/1/24 and will end on 9/16/24.

Professional Learning Experiences

- Opportunity to enhance guest service skills, professionalism, communication, team development, and administrative proficiency.
- Hospitality and concierge service, facilities management, registration and desk service operations.
- Provide a high level of customer care and complete daily responsibilities in support of our conference groups and event guests.
- Prioritize and complete tasks independently or in coordination with peer staff in an autonomous work environment.
- Develop and maintain on-going professional relationships with department staff and campus partners.
- Serve as Student Housing and UC Davis ambassador to our summer guests and campus visitors.

Primary Responsibilities

- Operate Conference Desk use conferencing software to perform guest check in and check out; key control; mail distribution; guest information services; maintain accurate financial records; record information in appropriate log books and keep other detailed records while demonstrating a high guest service attitude and demeanor; and perform a variety of other guest services.
- External/internal guest service responsibilities: follow up on guest concerns & questions in a courteous and timely manner; demonstrate initiative in greeting conference guests & visitors; serve as information resource for conference guests and affiliates; demonstrate positive attitude/commitment toward teamwork and community building; assist fellow staff with completing assignments and meeting deadlines; respond to negative conduct or behavior from guests or staff through appropriate channels.
- Perform facility security rounds and building inspections, lock and secure area desk, , keys, and secure building.
- Operate remote guest registration areas, which include equipment set up and break down; preparing and posting directional signs; providing room information; controlling and handing out keys and dining cards, etc.
- Provide a high level of customer care working directly with students, youth, and adults.
- Provide assistance during conference events such as set up/break down; meeting room set-up/breakdown; general cleanup of inside and outside areas; deliver guest mail notices; and perform other duties as assigned.
- Abide by State Law, University, Student Housing, and Conference Housing policies and regulations (including dress code).
- Required to attend up to 30 hours of paid orientation and training in May-early June.
- Follow policies and procedures specific to Conference Housing when injuries, policy violations, or facility issues occur to respective staff and guests (including required incident report documentation).
- Exemplify appreciation of differences while fostering an inclusive community. Have an understanding of and commitment towards the UC Davis Principles of Community.
- Follow and role model Conference Housing Service Goals and Staff Expectations guidelines.

Minimum Qualifications

- Must be in good academic and disciplinary standing, as defined by the University, Student Judicial Affairs and Student Housing. Employment is contingent upon a student maintaining student status (under this job classification summer employment is permitted for students graduating in spring quarter).
- Valid California Driver's License is preferred and participation in the University's DMV Pull System will be required if driving
- Due to business needs, this position requires flexible scheduling and availability with commitment to work 30-40 hours per week with possible overtime (exception given to staff approved to attend Summer Session II).
- Attention to accuracy, detail, and punctuality. Demonstrated responsibility and positive attitude in work setting.

Additional Qualifications

- Organizational and administrative skills to meet deadlines with attention to accuracy, detail, and timeliness.
- Ability to work both independently and cooperatively with others, give a positive attitude, and receive direction and feedback from a supervisor.
- Ability to work under demanding circumstances; maintaining composure and diplomacy under pressure.
- Written and oral communication skills to effectively and diplomatically interact/communicate with a diverse clientele and staff, including guests who do not speak English as a first language.

Work Situations

- Work indoors and outdoors with extreme temperature variations and in all weather conditions.
- Ability to lift up to 50 pounds, bend, stoop, climb stairs, and apply proper body mechanics when working.
- Physical capability to do area/building rounds, respond to emergencies in the residence halls, and perform other physical tasks as assigned. Rounds involve moving up to 60 minutes at a time, moving through the interior and the exterior of the buildings and on the floors of each building.
- Prolonged standing or sitting, up to 8 hours.
- Frequent interaction and support of conference and event guests.
- Use of communication devices such as computer, telephone, and cellular phone.
- UC Davis is a smoke and tobacco free campus. Use will be strictly prohibited on any UC Davis property, indoors and outdoors, including parking lots and residential space.

Position is a mandatory reporter for known or suspected child abuse and requires that a statement acknowledging the requirement to report child abuse be signed.

UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e- cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space. Additional information and specifics regarding the policy are available at <http://breathefree.ucdavis.edu/index.html>.