

## **GUEST SERVICES SUPERVISOR (GSS) POSITION DESCRIPTION**

Guest Services Supervisors are classified as Student Assistant IV positions in accordance with the Personnel Policies for Staff Members (PPSM) Appendix 3, Exhibit A, Student Employees. Responsibilities focus on providing all aspects of guest lodging and event services to summer conference guests including youths, students and adults. Duties are extremely varied, requiring flexibility regarding work schedule and job responsibilities. Training and work hours begin part time in the academic year and include a combination of full time, evening, weekend, and some overtime hours during the entire summer. The official summer season dates will be 6/22/24 - 9/14/24. Employment may begin on 2/1/24 and will end on 9/16/24.

### **Professional Learning Experiences**

- Staff supervision experience, including assisting in hiring process, staff training, leading regular meetings, writing and presenting performance evaluations and addressing staff concerns on an individual basis as they arise.
- Training in areas including ethical leadership, supervisory skills, decision-making, operations, online systems and teambuilding.
- Human resources experience including scheduling shifts, maintaining confidential personnel records, timesheets; experience in the process of staff hiring and recommendation for staff disciplinary action or termination to Conference Housing Manager.
- Management experience, including critical thinking, decision-making, facility and maintenance oversight, customer care, and written correspondence.

### **Primary Responsibilities**

- Supervising multiple conference housing desks which operate from 7am-11pm, perform guest check-in and check-out, key issue and control, guest information services, guest supply services and a variety of other tasks.
- Supervision of up to 25+ student Guest Services Assistants (GSA) including effective scheduling, documentation of hours worked, and timesheet review; work with peer staff to address conduct issues or concerns, conduct mid-summer GSA evaluations, and provide leadership/mentoring to Guest Services Assistants.
- Planning and implementation of registration processes for large conference groups including staff scheduling, equipment movement and set-up, directional signage, room assignments, and maintaining effective guest relations.
- Oversight of housing facilities and primary guest services liaison during after-hours and weekend shifts.
- Oversight and assistance to campus food services, which include, but not limited to dining room set-up, traffic control, catered functions such as barbecues and picnics, etc.
- Provide day-to-day coordination of guest services and provide solutions to resolve problems or concerns of conference leaders and their guests.
- Ensure effective collection, control, and safeguarding of university property and confidential information.

### **Mandatory Qualifications**

- Employment is contingent upon a student maintaining student status; however, summer employment is permitted for students graduating in spring quarter.
- Campus residence hall housing will be provided in order to accommodate live-in requirement during on-call shift work. Due to the job scope, our preference is for staff to live-in during summer conference period. However, staff is only required to reside in their assigned housing space for the duration of their on-call shift.
- Possess a current California Driver's License and participate in the University's DMV pull system. A clean DMV driving record printout must be obtained prior to hiring.
- Must abide by Student Housing and UC Davis policies and procedures, Conference Housing Residence Hall Regulations and departmental dress codes.
- Available to work 5-15 hours per week during winter and spring quarters for GSS/GSA training, and staff hiring processes.
- Available to work a combination of daytime, evening, weekend, overtime and overnight on-call hours during summer.

### **Other Qualifications**

- Organizational skills to meet deadlines, with attention to accuracy, detail, and punctuality.

- Ability to work both independently and cooperatively with others as well as receive direction and feedback from a supervisor.
- Work under extremely demanding circumstances; maintaining composure and diplomacy when working under pressure.
- Oral communication skills to effectively and diplomatically interact/communicate with a diverse clientele and staff, including individuals who do not speak English as a first language.
- Demonstrated responsibility and positive attitude in the work setting.
- Demonstrated knowledge and experience to provide comprehensive coordination, supervision, and management oversight of large conference events, overseeing multiple consecutive and overlapping events and activities, and a variety of shifts and circumstances.
- Understand the fundamentals of administration including filing, publication management, and use of office computer systems.
- Ability to contribute and lead in a shared leadership model where collaboration, teamwork, and cooperation are emphasized in order to provide high quality guest services.

### **Work Environment**

- Work indoors or outdoors with extreme temperature variations and in all weather conditions.
- Work occasional overtime including evenings and weekends to meet deadlines and/or operational needs.
- Substitute for other staff members as needed and other duties as assigned
- Prolonged standing or sitting up to 8 hours.
- Lift up to 50 pounds. Ability to climb ladders and stairs.
- 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.

[www.conferencehousing.ucdavis.edu](http://www.conferencehousing.ucdavis.edu)

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Conference Housing