

Guest Experience Assistant

Dates of Employment: May 18 – August 14, 2022

Mandatory training sessions for Senior Guest Experience Assistants and Guest Experience Assistants. Three (3) days total dates and times TBD

Compensation: Guest Experience Assistants will be paid \$11.00 per hour and will be provided a bedroom in a furnished apartment with full kitchen in Lakeside Village as well with a \$500 meal stipend to be used on campus allocated in two \$250 deposits, one in May and the other in July. Hours worked may flex from week to week based on conference needs. 15 hours a week minimum, weekend/evening hours and commitment to an “on-call” schedule for the summer is a requirement of the position. Holidays worked are paid at the normal rate.

Desired qualifications: Prior UM conference housing or hotel/camp staff experience preferred but not required.

Position Description:

Under the supervision of the Conference Services Coordinator and Senior Guest Experience Assistant, the Guest Experience Assistant is responsible for servicing the needs of conference groups and their participants. The Guest Experience Assistant will be involved in all phases of the conference program preparation and servicing specific conference needs. Groups currently range in size and participants vary from youth academic programs, new student orientation, college interns and professional adult guests.

Required qualifications:

- Currently a student enrolled at the University of Miami with a minimal Grade Point Average of 2.8.
- Strong commitment to customer service, and ability to deliver the highest level of quality service with the optimal use of time and resources.
- Exceptional organizational skills.
- Professionalism exhibited in quality of personal behavior.
- Ability to provide for the welfare and peace of mind for all through a safe working environment.
- Flexible and willingness to work and handle a wide variety of tasks.
- Knowledge of UM, Coral Gables, and the surrounding community.
- Ability to problem-solve and think critically.
- Ability to work with a diverse group of local, state, and national groups, treating every person with respect and dignity.
- Ability to lift/push/move 50lbs.

Duties and responsibilities:

- Assist in preparation and breakdown for conference groups by completing room checks, access card preparation, and linen delivery/collection.
- Greets and receives inquiries in a polite and courteous manner.
- Provide coverage for the reception desk during operating hours of 7am-10pm as assigned.
- Participate in an on-call schedule requiring overnight response.
- Assist with the check-in and check-out process for assigned groups.
- Serve as referral/resource person to conference group leader and participants. Duties include; providing a campus tour, checking event and classroom space, etc. and other duties as assigned.
- Submits reports as required and provides necessary follow-up.
- Ensure that each guest receives exceptional customer service.

- Serve as initial primary responder to crisis situations, which includes recording information and appropriately informing the correct staff members and agencies.
- Monitor and trouble-shoot conference and camp activities.
- Provide administrative support and basic clerical services.
- Attend and fully participate in weekly staff meetings, one on ones, and all training sessions.
- Process, distribute, and forward (if applicable) mail and packages
- Works cafeteria shifts to include monitoring participant behavior and assisting as needed.
- Wear proper attire including nametag while working.
- Learn to navigate and effectively utilize our Event Management System.
- Maintain a flexible schedule, free of other major time commitments, within a 24hr/7days a week work environment.
- Take initiative to assist with the Conference Services program overall.
- Other duties as assigned.

Staff may enroll in one summer course per session at the Gables Campus, provided you meet all expectations (work comes first during the summer) and it is approved prior to enrollment by immediate supervisor.