

Senior Guest Experience Assistant

Time Commitment:

Spring:

- Assist in Guest Experience Assistant Interviews
- Attend two (2) mandatory Senior Guest Experience Assistant training sessions dates and time TBD

Summer:

- Mid-May –Mandatory training sessions for Senior Guest Experience Assistants and Guest Experience Assistants. Three (3) days total dates and times TBD
- Summer Conference season begins May 18, 2022, through August 14, 2020. Opportunity available to continue employment in the Office of Conference Services extended through 2022-2023 academic year

Compensation: Senior Guest Experience Assistants will be paid a stipend of \$6,000 for the completion of time commitment listed above paid bi-weekly and is provided a bedroom in Lakeside Village 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. Weekend, holiday and evening hours are required and commitment to an “on-call” schedule for the summer is a requirement of the position.

Position Description:

Under the supervision of the Conference Services Coordinator and the Assistant Director of Conference Services, the focus for this position is to function as manager of an on-campus housing facility with conference and camp guests throughout the summer months. The Senior Guest Experience Assistant will be responsible for a team of 8 – 10 student workers. Groups currently range in size and participants vary from youth academic programs, new student orientation, college interns and professional adult guests.

Required qualifications:

- 1-2 years experiences as a Guest Experience Assistant/Housing Desk Assistance/Housing Resident or Community Assistant
- Rising junior, senior, or graduate student for the 2022 – 2023 academic year.
- 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.
- Toppel Internship Program Credit can be provided
- No summer classes should be taken.

Duties and responsibilities:

- As a live-in staff member, Senior Guest Experience Assistants will be expected to be accessible in person

or by telephone to handle questions, respond to emergency situations and perform other administrative tasks as required.

- Assist with the planning and coordination of summer conferences.
- Act as liaison between the Conference Services team and the conference/camp coordinators.
- Ensure the preparation and breakdown for conference groups by supervising room checks, access card preparation, and linen delivery/collection.
- Participate in an on-call schedule requiring overnight response.
- Manage all aspects of staffing for conference operations and coverage including supervising, scheduling, time sheets and staff development functions.
- Supervise check-in and check-out process for assigned groups.
- Develop weekly staff schedule to include: Desk Coverage, On-Call Duty, Room Checks, Cafeteria Duty, Check-ins and outs and Housekeeping.
- Maintain inventory of linens restock and prepare for cleaning as needed.
- Assists in acquainting conference organizer with conference policy and procedure, emergency policies and facility layout.
- Submits reports as required and provides necessary follow-up.
- Ensure that each guest receives exceptional customer service.
- Attend and fully participate in weekly staff meetings, one on ones, and all training sessions.
- Wear proper attire including nametag while working.
- Learn to navigate and effectively utilize our Event Management System as well as StarRez.
- Maintain a flexible schedule, free of other major time commitments, within a 24hr/7days a week work environment.
- Other duties as assigned.