AMERICAN UNIVERSITY
UNIVERSITY CONFERENCE & GUEST SERVICES

Hospitality Assistant (HA) Position Description

Position Overview: The Hospitality Assistant position reports directly to one of the University Conference and Guest Services Coordinators and is responsible for overall support of University Conference and Guest Services operations. During the summer, this group will work in conjunction with the Hospitality Coordinators.

General Responsibilities:
1. Complete the meeting room set up process, working with the UCGS Coordinators and Hospitality Coordinators to ensure customer requirements are met.
2. Complete the room check process to ensure that a room is clean and ready for occupancy.
3. Conduct Campus tour for all conference groups as needed.
4. Work closely with the Community Directors and the University Conference & Guest Services Professional Staff and communicate any staffing issues and needs.
5. Enforce and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs/American University.
6. Other Duties as Assigned.

Administrative Duties:
1. Provide support to all aspects of summer operations including duty shift responsibilities, guest services and site coordination.
2. Assist Hospitality Coordinators with room checks after a group departs.
3. Assist with check-in and check-out operations for large groups.
4. Document and report facilities concerns in a timely manner; place this information in 2Fix if needed; follow-up as necessary.
5. Accept comments and requests from groups and guests in a polite and courteous manner. Immediately refer requests to appropriate staff and follow-up as necessary.
6. Complete all administrative paperwork as required by supervisor.

Staffing Expectations:
1. All Conference Assistants must be available for all training sessions, which begin on Thursday morning, May 11th 2017 and end on Tuesday evening, May 16th 2017. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin. There is also a mandatory staff meeting to be held on Sunday, April 23rd 2017 (6:00pm, Location TBA).
2. Attend and be on time for all training, orientation, and staff development sessions; which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.
3. Participate in scheduling desk, duty, meeting space setup, and project hours; understand that each staff member must work the required number of hours (26 hours/week) and that no staff member may work more than the allowed number of hours (35 hours/week). Help to ensure day, evening, and weekend shifts are equally distributed.
4. Be present for all shifts, duty, and supplemental shifts as scheduled and/or assigned.
5. Attend one-on-one meetings, as requested by supervisors, and an evaluation at the end of the summer.

Staff & Community Development:
1. Encourage/maintain a community atmosphere where the rights and responsibilities of staff and guests are held in high regard.
2. Encourage the development of staff/team and effectively address tensions and interpersonal issues as they arise.
3. Create a welcoming environment that establishes and maintains an informative and useful means of communication with guests through bulletin boards on each floor and message centers in the lobbies.
4. Welcome and orient residents, interns and guests who may be unfamiliar with the Washington, DC area.
5. Actively participate in staff development activities.
6. In the event that a Hospitality Coordinator leaves before or during the summer, assume additional responsibilities as requested.

Qualifications:
1. Proven ability to get along well with various types of people and work well under pressure.
2. Strong organizational skills and the ability to multi-task.
3. Strong interpersonal and customer service skills.
4. Previous leadership, supervisory, summer housing, and/or residence hall desk experience strongly preferred.
5. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

Position Requirements:
1. Must work at least 26 hours/week, unless summer schedule needs dictate otherwise. Be available to work immediately following May final exams until mid-August unless approved by the UCGS staff team or their designee.
2. Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibilities.
3. Knowledge of the University and Washington, DC area preferred.
4. Applicants must hold a cumulative GPA of 2.75 or higher.
5. Successful review of judicial records.
6. This position is contingent upon the successful completion of a pre-employment background check.
7. Must have a valid driver's license and clean driving record.
8. Must live in residence halls during summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
9. Full attendance at mandatory spring and summer training sessions, as well as weekly staff meetings otherwise approved in advance by the UCGS staff team or their designee.

Dates of Employment:
May 11, 2017 – August 15, 2017

Compensation:
$11.50 per hours for a minimum of 26 hours per week.