



Student Leader – Guest Engagement Lead (GEL) Position Description

Position Overview: The Guest Engagement Lead (GEL) acts in a paraprofessional capacity during the Fall academic semester, assisting University Conference & Guest Services (UCGS) with guest services and intern housing planning duties at the guest-facing and operational levels. The GEL reports directly to the Guest Engagement Coordinator. Duties will include assisting in booking and key preparation operations, onsite guest assistance, and guest coordination through the department's intern housing inbox and main phone line. The GEL may also support UCGS staff on selected projects throughout the academic year. Requires some non-traditional hours throughout the year.

Position Responsibilities:

I. Intern Housing Planning

- Serves as a primary contact for all interns utilizing AU's Clark Hall intern housing as well as external intern group coordinators through email and phone.
- Updates and maintains intern profiles and documentation within campus systems including, but not limited to, StarRez, PortalX, and Salto.
- Assist Guest Engagement Coordinator with communication between campus partners (IT, Public Safety, Facilities, Business Technology, One Card, etc.) providing relevant and appropriate information related to guest operations.
- Supports Conference Assistants and Operations Assistants in the execution of their duties as required.
- Performs audits of temporary key cards and Submasters.
- Other duties as assigned by UCGS staff.

II. Onsite Operations

- Coordinates all logistical details for guest arrival and check in and acts as necessary to ensure room readiness is correct, ensures a successful check-in and check-out of the residence hall space, and assists in guest needs during the duration of their stay. Additional logistical responsibilities include working with campus partners including OneCard and the Business Technology team.
- Provides visible, proactive, on-site coverage for as needed to ensure guest satisfaction.
- Interprets client/guest needs, anticipates potential problems, and determines the best solution for having a successful stay.
- Keeps detailed and accurate written records.
- Other duties as assigned by UCGS staff.

Qualifications:

1. Strong administrative and organizational skills. Strong interpersonal and customer service skills.
 - Previous summer conference and/or event planning experience.
2. Proven excellence in managing large numbers of details and logistics with a project or event.
3. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
4. Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Position Requirements:

1. Must be a full time, matriculated AU student in Fall 2025.
2. Must be able to work the Fall 2025 semester.
3. Must be available to work **8-10-hours** per week with traditional business hours as well as non-traditional evening and weekend hours, beginning **Aug 26, 2025**.
4. Attend in-person weekly meetings with their supervisor.
5. Applicants must hold a cumulative GPA of 2.00 or higher.
6. Successful review of judicial records.
7. Must be in good standing with the University and comply with all University and UCGS policies.
8. This position is contingent upon the successful completion of a pre-employment background check.

Dates of Employment:

- August 26, 2025-December 19, 2025

Compensation:

- \$19/hour, for 8-10 hours of work per week. Hours will vary and may include weekends and evenings.