

Summer Position Description: Guest Services Specialist

University Student Housing
Texas Tech University

General Description

University Student Housing at Texas Tech University promotes each student's learning experience by creating safe, supporting living environments for academic and personal success. University Student Housing is committed to the total development of the resident within an inclusive community through student government, programming, residence hall standards, and supportive learning environments in the residence halls.

The Guest Services Specialist (GSS) is a student who is employed by University Student Housing to assist in the daily management and operation of a Residence Hall/Complex during the summer conference season. As a member of the Residence Life staff, the GSS works with Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, Hall Secretaries, the Manager for Conference Services and the Assistant Directors of Residence Life in creating a positive environment for all campus guests. Many times the GSS is the first contact individuals experience in the residence halls and at Texas Tech University.

Essential Functions

The essential functions or fundamental job responsibilities for the this position include the ability to: assist in the preparation of materials for conference participants; check in and check out conference participants; communicate effectively with students, staff, and visitors; adapt to changes in schedules as needed by the clients or supervisor(s); utilize the conference software package ConferenceProgrammer; attend weekly scheduled meetings in addition to any emergency, team and individual meetings; prepare written memorandums, documents and complete forms; read reports, gather and compile information and prepare reports; direct and respond to fire alarms and major emergencies; perform cash transactions; issue keys and equipment; monitor security of residence hall facilities; ascend and descend multiple flights of stairs; operate a hand held radio; and other duties as assigned.

The GSS is primarily involved in providing customer and receptionist services to visiting guests, parents and other University officials. The GSS provides leadership in maintaining the safety of the guests as well as the security of the residence hall facilities. The GSS also works on various administrative assignments outlined by Hall Secretaries, Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, the Manager for Conference Services and the Assistant Directors of Residence Life designed to assist in the overall management of the residence hall.

The Guest Services Specialist work schedule may cover a 24 hour period. Specific schedules within this time period are designated by the supervisor and will be published on the *WhenToWork* online scheduling module. Hours will vary with a 20 hour maximum number of hours worked per week during the summer. Weekly work will include desk coverage at conference residence halls, weekly meetings, Housekeeping assistance, building preparation, and other summer operational tasks. The conference season has many busy periods and a few slower time frames. Because of the fluctuation of business, the GSS work schedule can vary from week to week.

Responsibilities

The GSS reports directly to the Residence Life Coordinator, Graduate Hall Coordinator/Graduate Assistant, Interns for University Student Housing, and indirectly to the Manager for Conference Services and the Assistant Directors of Residence Life. The following are some of the specific responsibilities the GSS assumes while working in a particular hall:



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Residence Life Competencies:

Achievement

- Establish an environment that is conducive to conference participant success by encouraging respect for each other and the building
- Be familiar with local area and campus resources designed to assist conference participants and be able to make necessary referrals
- Provide quality customer service to conference guests at all times by practicing the University Student Housing Serve Tech model

Character

- Respond in a positive and helpful manner when confronted with behaviors or infractions that disrupt the environment
- Serve as a role model to conference participants through his/her actions and maturity, both on and off campus
- Know and understand the reasons behind University regulations and to stand ready to report infractions according to current policies

Civility

- Assess the needs of the conference and develop goals to reach these needs
- Establish community standards to create a mutually cooperative environment for various guests

Engagement

- Participate in departmental selection processes for professional and paraprofessional staff if needed
- Disseminate information through bulletin boards, flyers, newsletters and other publicity
- Be aware of conference needs and problems, as well as being available to provide assistance

Independence

- Assist in the development of short term and long-term goals
- Assist individual growth towards self-discipline
- Refer to the Professional Staff any individual or incident which needs prompt attention

Summer Competencies:

Service:

The Guest Services Specialist is an important service agent to the guest and visitor. It is important that the Guest Services Specialist be knowledgeable of hall and University operations, policies and procedures in order to provide direction and answer questions. Staff will be required to use *ConferenceProgrammer*, *WhenToWork*, and *Microsoft Suite* in order to assist in acquiring information for our guests, visitors, and other staff. The Guest Services Specialist may be responsible for checking out various kinds of equipment and supplies from the hall office and maintaining accurate records. He/she will maintain a positive, pleasant and well-groomed appearance while on duty which includes wearing a supplied staff shirt. The staff is expected to provide accurate information and helpful resource assistance to all persons visiting the residence halls. The Guest Services Specialist must be skilled in the area of referral. The staff must be aware of situations in which additional assistance is needed, such as contacting the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, the Manager for Conference Services, the Assistant Directors of Residence Life, Facility Coordinators, Texas Tech Police Department (TTPD), etc., and take appropriate action.



Leadership:

The GSS is expected to be alert and aware of all incidents that threaten the safety of the guests in the hall. The GSS will be knowledgeable of all emergency procedures including fire and tornado evacuation procedures, use of fire extinguishers and appropriate fire alarm pull responses. The GSS will monitor suspicious individuals entering and loitering in the hall and notify the Residence Life Coordinator, Graduate Hall Coordinator/Graduate Assistant, and/or Intern for University Student Housing. In addition, GSS staff working from 5:00PM to 8:00AM will be responsible for locking various doors and monitoring entrances/exits. The GSS will be knowledgeable in the procedures utilized in maintenance related crises. In the absence of the Hall Secretary, the GSS is responsible for all monies, office equipment and supplies and must ensure that only authorized personnel are allowed in the office at any time.

Administration:

The GSS will provide administrative support to the Hall Secretary, Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants and Interns for University Student Housing in the daily management of the residence hall and office. The GSS may be asked to assist other staff in such assignments as preparation of the residence hall for and assisting with check-ins/check-outs of camp and conference participants; maintenance reporting and record keeping; filing; typing; and other projects assigned by the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, Hall Secretaries, the Manager for Conference Services and the Assistant Directors of Residence Life.

Qualifications

Applicants must possess leadership abilities, have knowledge or prior experience in general office work, demonstrate a mature and friendly attitude, present a well-groomed appearance and possess decision making skills.

At the time of employment, the minimum required employment criteria will include:

- Upon job offer, a Criminal Background Check and Drug Screening will be performed. Initial employment will be based upon these checks due to the security sensitive nature of the position
- Must currently have a minimum 2.00 Texas Tech University (TTU)/Texas Tech University Health Sciences Center (TTUHSC) semester grade point average (GPA) and 2.00 TTU/TTUHSC cumulative GPA *New transfer students may substitute 12 transferred hours from an institution of higher education*
- Must maintain good academic and judicial standing with TTU/TTUHSC, University Student Housing and Student Conduct
- Applicants must be returning to TTU/TTUHSC after summer employment

Requirements

All GSSs are expected to support and comply with University and residence hall procedures, regulations and policies.

All GSSs are expected to know and abide by all policies and procedures as outlined by the office management staff.

Student Staff Training:

All GSSs are required to participate in staff training, which is conducted prior to conferences beginning in June. Conference Staff will be asked to work during break periods and provide interim coverage during periods of transition. The specific beginning time and potential holiday coverage times will be determined each year and communicated to the Conference Staff by the Manager for Conference Services.

Length of Employment:

This appointment is seasonal and does not guarantee employment outside of the summer (May – August). An end-of-summer performance evaluation will be completed by the Guest Service Specialist's direct supervisor, and will be taken into consideration should the individual apply for future employment. Guest Service Specialists will be required to assist with interim coverage falling over July 1st–5th (Independence Day holiday).

Remuneration

GSSs will be compensated at an hourly rate of \$10.00 for time worked. The time worked will not exceed 20 hours per week. Pay periods are twice per month. GSSs are not required to live on-campus during the summer months.

Affirmative Action & Equal Opportunity (AAEO) Statement

Texas Tech University is committed to the principle that in no aspect of its programs shall there be differences in treatment of persons because of race, creed, national origin, age, sex, or disability, and that equal opportunity and access to facilities shall be available to all.

Current University Student Housing Employees: Please be aware that your summer employment may delay your academic year pay increase by up to 6 months.

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