



## **Guest Services Team Member**

**Employment Period: May - August 2017**

**Conference & Event Services, Colorado State University**

Colorado State University Conference & Event Services (CES) offers students an opportunity to provide leadership, customer service and administrative support for one of the leading university conference operations in the country.

Under the general supervision of the Guest Services Manager for CES, the Guest Services Team Member plays a critical role in creating a check-in/check-out and front desk experience that is welcoming to thousands of conference and event guests mid-May to mid-August. The Guest Services Team provides excellent customer service, guest information, acquaints guests with the campus and the community, and serves as a welcome ambassador for the university. As a paid employee you are part of our professional conference services team working with various campus partners, conference and event clients, and other CES professional staff on a daily basis to provide services for conference and event groups of all sizes.

### **Job Responsibilities & Duties**

- Facilitate the check-in and check-out of conference guests including required handouts, meal cards, data entry, and key exchange
- Manage residence hall keys including: ordering lock changes, key inventories, and check-out of spare keys or other keys to specific rooms in the building
- Provide front desk coverage as needed including late night/early morning desk services serving as a resource for campus and Fort Collins information for conference guests
- Ensure that each guest receives flawless and consistent service through every interaction
- Assist in preparation for conference groups by completing room assignments, key preparation, and touring buildings
- Serve as an initial primary responder to emergency situations which includes recording information and relaying it to the appropriate staff members and agencies
- Attend all training sessions and weekly staff meetings
- Carry a departmental cell phone for on-call job responsibilities including overnight services
- May be required to work overtime in order to accommodate larger groups
- Serve as "sleep-in" duty staff when conference buildings are occupied by staying overnight in various halls throughout the summer
- Other duties as assigned

## **Requirements**

- Must be a CSU student with a minimum cumulative grade point average of 2.5 at the time of application
- Must be in good disciplinary standing with the University
- Must be available 30-40 hours per week to include evenings, weekends, and holidays
- Must have a valid driver's license
- Must successfully pass a background check and department of motor vehicle screening
- May take no more than one (1) summer class per session during the contracted work period
- Must be available to work all mandatory work dates during the summer season

## **Desired Qualifications**

- One (1) year of experience in a customer service position
- Strong commitment to customer service
- High level organizational skills
- Professionalism expressed in actions and appearance at all times
- Strong oral and written communication skills
- Highly flexible and willingness to handle a wide variety of tasks in detail oriented fashion
- Knowledge of the Colorado State University campus and the surrounding Fort Collins area
- Self-motivated, self-confident, and resourceful
- Ability to problem-solve
- Able to work effectively as a supportive team member
- Ability to work with a diverse array of groups, including international conferences

The position begins on Monday, May 15th, 2017; however three (3) mandatory, paid spring training dates in April will be required as well. Hours can/will increase during June and July up to 30-40 hours per week with at least 20 hours per week required until August. Hours will flex from week to week based on conference needs and schedules will be published at least two (2) weeks in advance. Weekend, evening, and holiday hours are required during the duration of the summer conference season based on conference needs. Commitment to an "on-call schedule" for the summer is a requirement of this position. This position will end in August 2017 though the exact date is to be determined and may be extended based on need.

## **Compensation**

Conference & Event Services Guest Services Team Members earn \$9.31 per hour, plus room and board accommodations on-campus beginning May 13<sup>th</sup>, 2017 and provided through the contracted work period in August.

## **Application Procedures**

As part of the application process, applicants **must** attend one (1) of the mandatory information sessions:

- Sunday, January 29<sup>th</sup> @ 4 pm in Durrell Center Seminar Room B
- Monday, February 6<sup>th</sup> @ 11am in LSC Room 322
- Monday, February 6<sup>th</sup> @ Noon in LSC Room 322

Information sessions may be attended after an application is submitted but must be completed before you will be offered an interview. If you cannot accommodate any of the above times in your schedule please contact Beth Gordon, Guest Services Manager at [beth.gordon@colostate.edu](mailto:beth.gordon@colostate.edu)

**Application Deadline is 4:45 PM on Friday, February 10th, 2016.** Applications may be submitted online at the following address: <http://www.conferences.colostate.edu/student-employment>

Questions may be directed to Beth Gordon, Guest Services Manager: [beth.gordon@colostate.edu](mailto:beth.gordon@colostate.edu) . Interviews will be scheduled for mid-February.

**Equal Opportunity Employer**

Colorado State University does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression. Colorado State University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The Office of Equal Opportunity is located in 101 Student Services.

Colorado State University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search and motor vehicle history.