

General Purpose

The Guest Accommodations Manager is responsible for assisting the UHDS Residential Conferences Management with all administrative aspects and coordination of the summer conference program. This is an on-call paraprofessional student position, which reports to the Conference Operations Manager. This full time temporary position will require a significant percentage of the employee's time during the summer months only.

Duties and Responsibilities

- Provides exceptional customer service with a smile to both clients and internal customers (Housing Administration, Residential Education, RMF, etc.).
- Present a professional, positive image to conference hosts and participants.
- Reside in assigned living space for the entirety of the conference season, except as requested by Residential Conferences Management.
- Be familiar with all Residence Halls. Know location of master keys, key boxes, special facilities, room layouts, etc.
- Supervise, delegate, and check-on Hospitality Crew to establish and maintain cleaning standards for conferences. Assist, as needed, with room setup and preparation. Coordinate with RMF to determine cleaning standards.
- Conduct pre-conference building inspection to ensure cleanliness.
- Conduct post-conference building inspection to account for damages.
- Carry a "duty phone" and be on-call in accordance with the conference schedule as determined in staff meetings or by the Conference Operations Manager.
- Meet with camp/conference leaders, Residential Conferences Management, and Conference Assistant before each check-in to discuss expectations.
- Meet with camp/conference leaders prior to group's arrival to coordinate camp check-in and check-out. Offer client the opportunity to conduct a pre-conference walkthrough of the building to assess pre-existing damage.
- Coordinate, assist with, and participate in designated conference or camp registration, check-in, and check-out. Coordinate any early arrivals or late departures.
- Meet with camp/conference leaders following the check-out of conference. Offer client the opportunity to conduct a post-conference walkthrough of the building to assess new building damages.
- Coordinates door monitoring for scheduled mass entrance of youth groups.

- Maintain desk hours at building front desk in accordance with the conference needs as determined by the sponsor or conference coordinator.
- Conduct nightly rounds in and outside buildings when conference is in the building as scheduled.
- Provide appropriate emergency/crisis response.
- Coordinate room lockout response.
- Address and document any conduct problems or incidents to the Conference Operations Manager via UHDS GRF (General Report Form). In addition, report any inappropriate guest behavior to the on-site conference contact.
- Keep accurate records of lost keys, damages, and guest numbers for billing purposes. Submit this information to the Conference Operations Manager **within 24 hours** after each camp/conference ends.
- Update building occupancy daily in order to account for early check-outs for billing purposes.
- Provide feedback on forms used during conferences (key check-out, conference reports, etc.).
- Report maintenance problems to the Conference Office Assistant for entry into TMA. If an emergency, contact the Conference Operations Manager or Department of Public Safety if after business hours.
- When provided with a list by the Conference Operations Manager, check on the completion or status of building work orders.
- Attend weekly staff meetings.
- Have knowledge of OSU, Corvallis, and surrounding area in order to answer questions and direct guests to destinations.
- Ensure that appropriate signage and direction is given to guests – via signs on doors and on bulletin boards, directions for emergency response/requests, lock-out information, how to's for guests related to trash, recycling, laundry use, etc.
- Share and offer suggestions to improve the experience of conference guests.
- Oversee and participate in furniture placement in conference halls at the end of the summer.
- Other duties as assigned.

Compensation

- Salary
- Room

Notes

The Guest Accommodations Manager may enroll for courses after consultation with the Conference Operations Manager.