

# Conference Housing Team Member

## JOB SUMMARY

The Conference Housing program exists to provide service to students with employment opportunities while supporting the university through housing external guests and university sponsored groups. The Conference Housing Team Member shall be responsible to the Conference Housing Management Team (Front Desk Manager, Linen and Amenities Manager, and Conference Housing Coordinator) for front-line guest relations. This position must have a thorough knowledge of the conference program, as well as the policies and procedures in order to ensure smooth operations. Fundamental to the position is the concept of "role model." All duties will be performed in a friendly, professional, courteous manner at all times.

## DUTIES AND RESPONSIBILITIES

- Work as scheduled in all areas of the Conference Housing operation (front desk, linen & amenities, and when necessary, the facilities/custodial team)
- Perform accurate check-in and check-out of conference guests
- Using Conference Programmer software, prepare all arrival and post-departure floor charts, billing reports, key packets, etc.
- Accurately and efficiently respond to guests' questions, concerns, or requests
- Assist in the general coordination of conference and camp groups while on-campus
- Handle telephone and fax communications
- Distribute and forward all incoming mail and messages
- Maintain equipment sign-out/communication log
- Sale of University Parking Permits to conference guests
- Perform various clerical duties as needed
- Prepare all rooms with linen set-ups and amenities
- Assist the Linen and Amenities Manager with final walk through of rooms prior to guests arrival
- Tag and return all lost and found articles to the Conference Housing Office
- Assist the Campus Housing Facilities Team as needed
- Maintain communication with the Building Custodians on a daily basis
- Inventory all linen in rooms upon guest arrival and departure
- Assist the Linen and Amenities Manager with inventory control at the storage location
- Knowledge of emergency procedures, confrontation methods and crisis intervention techniques provided by Conference Housing
- Attend weekly staff meetings with the Conference Housing Management Team
- Participate in a rotating nightly (7days per week) on-call schedule for guest assistance

**MINIMUM QUALIFICATIONS:** Ability to perform all duties and responsibilities as outlined above. Must be a current UNLV student and maintain a cumulative GPA of 2.25 or higher and a semester GPA of 2.0 or higher. Experience in guest relations and clerical work preferred. This position should be able to come away with such skills as: attention to detail; accuracy; organizational and team skills; logistical planning; and client communication and leadership skills.

**Salary:**

Free room with a full meal plan during the conference season  
\$6.75 per hour (Max 40 hrs per week, however 40 hrs not guaranteed)

**Estimated Hours of Work Per Week:**

20

**Contact Person:**

Stacey Chambliss, Conference Housing Coordinator  
895-5645

**\*\* Hiring Timeline\*\***

Summer hires will be conducted the spring prior;  
typically starting in Feb/Mar for May Start