POSITION DESCRIPTION

POSITION TITLE: Hospitality Clerk
CLASSIFICATION: STDT 3
JOB TITLE CODE: 4920
ORGANIZATIONAL UNIT: Housing • Dining • Hospitality Conference Services
REPORTS TO: Conference Operations Manager
DATES OF EMPLOYMENT: 13 June – 7 September 2015
COMPENSATION: $11.60 per hour
NUMBER OF POSITIONS: 30

GENERAL DESCRIPTION OF POSITION
Hospitality Clerks are the face of Conference Services’ summer operations! Perform duties similar to that of a front-desk agent of a hotel: provide exceptional customer service to our clients and visitors, conduct check-in/outs, process charges and payments, maintain inventories, relay messages, and provide administrative support to Conference Services. Hospitality Clerks primarily work at an assigned Conference Desk but may be scheduled to work other desk locations, in the Conference Services office, and at “mobile” locations across the UC San Diego campus as needed. Must work variable shifts, including overnight shifts at the 24-hour Conference Desk.

TRAINING
Must attend training sessions and be available to begin work on Monday, 13 June 2016. Due to the nature of our business there will be NO time-off granted on training dates, during the month of June, or Labor Day weekend (zero exceptions). All staff are required to read Employee Manual(s) and complete hands-on and online training modules. Training topics will include: Conference Services Orientation, EH&S Injury and Illness Prevention Program (IIPP), and more. Currently scheduled training dates include, but are not limited to: 13 – 17 June 2016.

WORK SCHEDULE
This position requires working a variable shift including days, nights, and weekends. Must work overnight shifts approximately five times per month. Must work before and during finals weeks of summer session(s). Schedule type is assigned for the duration of employment and will be determined by availability:

- **Hospitality Clerk (α):** Work up to (40) hours per week. *May not take summer session courses.*
- **Hospitality Clerk (β):** Work up to (20) hours per week. *May take one (1) class per UCSD summer session.*

JOB DUTIES
- Under direction of Conference Staff and Hospitality Coordinators, learn to perform duties similar to that of a hotel front-desk clerk: conduct check-in and check-out at Conference Desks and mobile locations, answer telephones to take and deliver messages, process and distribute mail, and advise guests of UC San Diego campus and San Diego area.
- Utilize custom database (Conference Programmer) and key-encoding software (Persona).
- Provide excellent customer service to all university faculty, staff, students, clients, visitors, and vendors.
- Maintain inventories for keys, equipment, Triton Cash Cards, and meal cards.
- Conduct equipment set-ups and break-downs.
- Calculate and process charges for merchandise and services. Utilize cash register.
• Follow university cash handling procedures to process transactions utilizing fraud prevention techniques, create and verify daily deposits.
• Perform other Conference Desk related duties as needed.
• Assist with staff shortages at conference service centers as needed.
• Provide administrative support to office staff as needed.
• Attend periodic Conference Desk meetings.

EMPLOYMENT REQUIREMENTS
• Must be eligible for student employment at UC San Diego: must pay UC Student Services Fees for each quarter of employment. Continuing students and spring quarter graduates must pay Spring Quarter Student Fees. New students or readmits for fall quarter must pay Intent to Register Fees.
• May not hold a second job with UC San Diego.
• Must be available for the *entire* period of employment as listed in the “Dates of Employment”.
• Must attend all required training sessions in Spring Quarter.
• Must be able to work a variable shift including days, nights, and weekends. Must work occasional overnight shifts, approximately five times per month. Must work before and during finals weeks of summer session(s).
• Must have the ability to maintain good working relationships with university staff, conferees, residents, visitors, guests, peer employees, and vendors.
• Must be able to work independently.
• Must be able to follow written and verbal directions.
• Must be able to lift up to 50lbs.

PREFERRED SKILLS
• Valid California State Driver’s License is preferred but not required for Hospitality Clerks. If applicable, driver’s record will be checked via DMV Employer Pull Notice Program at no cost to employee.
• Office administrative experience with ability to organize work flow and meet mandatory deadlines while maintaining accuracy and neatness.
• Skill in keeping records in a neat, legible, and orderly fashion.
• Ability to work under pressure, set priorities and meet deadlines.
• Proficient with MS Office Suite (especially MS Word, Excel, and Outlook)
• Basic cash handling experience.

TIME-OFF POLICY
• Due to the nature of our business there will be NO time-off granted on scheduled training dates, during the month of June, or Labor Day weekend. Zero exceptions.
• Requests for time-off are subject to approval and will be reviewed on an individual basis. Submitting a request does not guarantee time-off. Time-off requests are limited to no more than two (2) consecutive days off at any time. Requests must be submitted in whole-day increments at least two (2) weeks in advance with a maximum of one (1) request per bi-weekly pay period.
• Time-off requests for Medical/Dental appointments should be submitted as soon as possible and requested in hourly increments for scheduling purposes. Medical/Dental appointments may require a doctor’s note for verification.

**COMPENSATION:**

• **Level I (New Hires/Training):** $11.60 per hour
• **Level II (Returning/Experienced):** $12.80 per hour

*Hospitality Clerk (Level II) must have completed either Level I or had equivalent experience as “Hospitality Clerk” during a previous summer season, and candidate must demonstrate they have learned required job duties.*

Revised: 28 January 2016