POSITION DESCRIPTION

POSITION TITLE: Accounting Clerk
CLASSIFICATION: STDT 3
JOB TITLE CODE: 4920
ORGANIZATIONAL UNIT: Housing•Dining•Hospitality Conference Services
REPORTS TO: Conference Operations Manager
DATES OF EMPLOYMENT: 28 March - 11 September 2016 (start date may vary)
COMPENSATION: $12.80 per hour
NUMBER OF POSITIONS: 1

GENERAL DESCRIPTION OF POSITION
The Accounting Clerk will process, reconcile, and verify various transactions, prepare recaps and daily deposits to the Central Cashier, and train Hospitality Clerks on cash register and cash handling procedures. The Accounting Clerk will report to the Conference Operations Manager and will also receive work assignments from the office career staff.

TRAINING
Must attend and assist with scheduled training sessions. All staff are required to read Employee Manual(s) and complete hands-on and online training modules. Training for this position will begin during Spring Quarter, with up to 20 hours scheduled per week. Training topics will include: Conference Services Orientation, EH&S Injury and Illness Prevention Program (IIPP), EH&S Driving UCSD Vehicles and Electric Carts, and more.

WORK SCHEDULE
Up to twenty (20) hours per week during Spring Quarter.
During the summer season, must be available for Full-Time employment, may not take summer session classes, and may not hold a second job at UC San Diego. Work up to forty (40) hours per week during Summer Season. Typical work schedule is Monday-Friday, 8:00am – 4:30pm. This position requires working eight (8) hour shifts and may require working a variable shift, including nights and weekends.

JOB DUTIES
- Verify and accurately account for daily transactions including verification and input of sales and deposits into custom database program.
- Maintain electronic and paper records, logs, and files. Track and maintain payment records in spreadsheets. Monitor and distribute parking permits and Summer Triton Cards to conference service centers.
- Assist with staff shortages as needed. Responsibilities may include assisting with check-ins and check-outs, customer service, and other retail and conference service center related duties as needed as well as assisting the database clerk with data entry into conference database program. Provide administrative support.
- Assist with conference group billing and assist with generating and reconciling actual income reports.
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.
- Must have a valid California State Driver’s License and be willing to operate UC San Diego vehicles. Driver’s record will be checked via DMV Employer Pull Notice Program at no cost to employee.
- During summer season (13 June – 11 September 2016): Must be available for Full-Time employment, may not take summer session classes, and may not have a second job at UC San Diego.
- May be required to work a variable shift, including nights and weekends.
- Must attend all training sessions and be available to work for the entire period of employment as listed in the “Dates of Employment”.
- Must abide by time-off request policy.
- Must be able to lift up to 50lbs.
- Independent worker with ability to follow written and verbal directions.
- Excellent interpersonal skills, social maturity, and leadership skills
- Ability to work under pressure, set priorities and meet deadlines.
- Ability to present a positive impression while interacting professionally with a diverse population.
- Must have the ability to maintain good working relationships with university community members and guests, including but not limited to conference clients, students, staff, peer employees, and vendors.
- Accounting Clerk must have strong cash handling experience with knowledge of standard cash reconciliation procedures.
- Ability to use personal computers and various software applications.
- Proven experience using Microsoft Word, Excel, and Outlook.
- Proficient in MS Excel; able to set up Excel spreadsheets and formulas, enter/retrieve data in database systems, and prepare reports.
- Ability to perform mathematical computations and to recognize errors.

PREFERRED SKILLS

- Office administrative experience, with ability to organize continuous work flow and meet mandatory deadlines while maintaining accuracy and neatness.
- Skill to establish and maintain computerized and hard copy filing.
- Skill in keeping records in a neat, legible, and orderly fashion.
- Proficient with MS Office Suite (especially MS Word, Excel, and Outlook)
- Familiarity with Adobe Acrobat

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.

Revised: 20 January 2016
POSITION DESCRIPTION

POSITION TITLE: Database Clerk
CLASSIFICATION: STDT 3
JOB TITLE CODE: 4920
ORGANIZATIONAL UNIT: Housing • Dining • Hospitality Conference Services
REPORTS TO: Conference Specialist and I.T. Liaison
DATES OF EMPLOYMENT: 28 March - 11 September 2016 (start date may vary)
COMPENSATION: $12.80 per hour
NUMBER OF POSITIONS: 2

GENERAL DESCRIPTION OF POSITION
The Database Clerk is responsible for creating conference reports, billing conference groups, working with the conference database daily, and supporting the main office. The Database Clerk will report to the Conference Specialist and IT Liaison, will also receive work assignments from the office career staff.

TRAINING
Must attend and assist with scheduled training sessions. All staff are required to read Employee Manual(s) and complete hands-on and online training modules. Training for this position will begin during Spring Quarter, with up to 20 hours scheduled per week. Training topics will include: Conference Services Orientation, EH&S Injury and Illness Prevention Program (IIPP), EH&S Driving UCSD Vehicles and Electric Carts, and more.

WORK SCHEDULE
Up to twenty (20) hours per week during Spring Quarter.

During the summer season, must be available for Full-Time employment, may not take summer session classes, and may not hold a second job at UC San Diego. Work up to forty (40) hours per week during Summer Season. Typical work schedule is Monday-Friday, 8:00am – 4:30pm. This position requires working eight (8) hour shifts and may require working a variable shift, including nights and weekends.

JOB DUTIES

- Utilize custom conference database for data entry, producing reports, and billing of summer conference groups. Use MS Excel and Adobe Acrobat to summarize and create final billing packets for clients and Conference Career Staff. Meet conference income reporting deadlines monthly and for fiscal closing.
- Bill, document, track lost key charges for conference groups and place work orders for lock changes. Create custom reports to track lock change requests and help maintain key inventory procedures.
- Operate and train others on the use of custom database.
- Assist with staff shortages as needed. Responsibilities may include assisting with check-ins and check-outs, customer service, and other conference service center related duties as needed.
- Provide administrative support to office staff.
- Assist with rooming assignments and registration lists for conference run programs.
- Assist with generating and reconciling actual income reports.
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.
- Must have a valid California State Driver’s License and be willing to operate UC San Diego vehicles. Driver’s record will be checked via DMV Employer Pull Notice Program at no cost to employee.
- During summer season (13 June – 11 September 2016): Must be available for Full-Time employment, may not take summer session classes, and may not have a second job at UC San Diego.
- May be required to work a variable shift, including nights and weekends.
- Must attend all training sessions and be available to work for the entire period of employment as listed in the “Dates of Employment”.
- Must abide by time-off request policy.
- Must be able to lift up to 50lbs.
- Independent worker with ability to follow written and verbal directions.
- Excellent interpersonal skills, social maturity, and leadership skills
- Ability to work under pressure, set priorities and meet deadlines.
- Ability to present a positive impression while interacting professionally with a diverse population.
- Must have the ability to maintain good working relationships with university community members and guests, including but not limited to conference clients, students, staff, peer employees, and vendors.
- Database Clerk must be proficient in MS Excel; able to set up Excel spreadsheets and formulas, enter/retrieve data in database systems, and prepare reports.
- Ability to use personal computers and various software applications.
- Proven experience using Microsoft Word, Excel, and Outlook.
- Ability to perform mathematical computations and to recognize errors.

PREFERRED SKILLS

- Office administrative experience, with ability to organize continuous work flow and meet mandatory deadlines while maintaining accuracy and neatness.
- Skill to establish and maintain computerized and hard copy filing.
- Skill in keeping records in a neat, legible, and orderly fashion.
- Proficient with MS Office Suite (especially MS Word, Excel, and Outlook)
- Familiarity with Adobe Acrobat

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.
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 2016
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.
POSITION DESCRIPTION

POSITION TITLE: Hospitality Coordinator
NUMBER OF POSITIONS: 10
DATES OF EMPLOYMENT: 28 March - 11 September 2016 (start date may vary)
COMPENSATION: $15.15 per hour + Summer Housing Perquisite (13 June – 11 September 2016)
CLASSIFICATION: STDT 4
JOB TITLE CODE: 4919
ORGANIZATIONAL UNIT: Housing•Dining•Hospitality, Conference Services
REPORTS TO: Conference Operations Manager

GENERAL DESCRIPTION OF POSITION
Hospitality Coordinators are team leaders who provide operational and administrative assistance to Conference Services. Hospitality Coordinators are required to live on-campus in provided Student Housing during the summer season and are required to be On-Call, with rotating shifts between peer Hospitality Coordinators. Responsibilities include oversight of an assigned Conference Desk, overseeing completion of tasks, managing inventories and equipment, assisting with staff shortages, and responding to a wide-range of client needs. Directly assist with execution of Conference Groups including pre-arrival and on-site coordination. Assist with training and scheduling as needed. Primary work assignment includes Conference Desks and/or the Conference Services office.

TRAINING
Must attend and assist with scheduled training sessions. All staff are required to read Employee Manual(s) and complete hands-on and online training modules. Training for this position will begin during Spring Quarter, with up to 20 hours scheduled per week. Training topics will include: Conference Services Orientation, EH&S Injury and Illness Prevention Program (IIPP), EH&S Driving UCSD Vehicles and Electric Carts, and more.

WORK SCHEDULE
Up to twenty (20) hours per week during Spring Quarter.

During the summer season, must be available for Full-Time employment, may not take summer session classes, and may not hold a second job at UC San Diego. Work up to forty (40) hours per week during Summer Season. Typical work schedule is Monday-Friday, 8:00am – 4:30pm. This position requires working a variable shift, including eight (8) hour shifts, weekends, nights, and On-Call shifts for one (1) week at a time.

JOB DUTIES
- Act as a working team leader: oversee completion of scheduled tasks and deadlines on daily/weekly basis.
- Coordinate shared tasks such as equipment, key and meal card inventories, lost and found inventories, mail distribution, and vehicle usage. Excellent verbal and written communication is critical.
- Assist in training and overseeing Hospitality Clerks on tasks such as check-in and check-out procedures, maintaining key inventories, cash handling, electronic registers, maintaining clean and orderly work areas and paperwork, verifying sales reports and daily deposits, and cash handling procedures.
- Assist with staff shortages as needed.
- Assist with check-ins and check-outs, customer service, data entry into custom database (Conference Programmer), processing merchandise purchases, and other Conference Desk related duties as needed.
- Required to be On-Call for one (1) week at a time in order to respond to after-hours needs and provide on-site assistance for any client situations that may arise (lock-outs, late arrivals, etc).
Due to nature of this position, requires willingness to troubleshoot problems and be called into service as needs arise.

Assist with execution of Conference Groups including pre-arrival coordination and on-site assistance.

Provide administrative support to office staff to collect and distribute conference packets, housing lists, review billing, and update Conference Programmer (boxed meals, meal counts, group information).

Utilize custom database (Conference Programmer) and key-encoding software (Persona).

Attend weekly meetings with Conference Services & HDH career staff.

Schedule and lead 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.
- Must have a valid California State Driver’s License and operate UC San Diego vehicles. Driver’s record will be checked via DMV Employer Pull Notice Program at no cost to employee.
- During summer season (13 June – 11 September 2016): Must be available for Full-Time employment, may not take summer session classes, and may not have a second job at UC San Diego.
- Must be able to work a variable shift, including weekends, nights, eight (8) hour shifts, and On-Call shifts.
- During summer season, required to live on-campus in provided Student Housing facilities with suitemates/apartment-mates. Must abide by polices outlined in Housing Contract.
- Must be On-Call (24/7) for one (1) week at a time, during this time must be able to answer duty phone within 5 minutes and must be able to report in-person to campus/Conference Desks within 20 minutes.
- Must attend all training sessions and be available to work for the entire period of employment as listed in the “Dates of Employment”. Must abide by time-off request policy.
- Must be able to lift up to 50lbs.
- Excellent interpersonal skills, social maturity, and leadership skills
- Independent worker with ability to follow written and verbal directions.
- Ability to work under pressure, set priorities and meet deadlines.
- Ability to present a positive impression while interacting professionally with a diverse population.
- Ability to maintain good working relationships with university community members and guests, including but not limited to students, staff, faculty, conference clients, vendors, and campus visitors.

**PREFERRED SKILLS**

- Experienced team leader.
- Office administrative experience with ability to organize work flow and meet mandatory deadlines while maintaining accuracy and neatness.
- Excellent time management and scheduling skills.
- Skill in keeping records in a neat, legible, and orderly fashion.
- Skill to establish and maintain computerized and hard copy filing.
- Ability to perform mathematical computations and to recognize errors.
- Proficient with MS Office Suite (especially MS Word, Excel, and Outlook)

**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.

*Document Updated: 20 January 2016*