University of California, San Diego
Housing • Dining • Hospitality
Hospitality and Conference Services

POSITION DESCRIPTION

POSITION TITLE: Hospitality Coordinator
NUMBER OF POSITIONS: 6 - 8
DATES OF EMPLOYMENT: 1 April 2019 - 6 September 2019 (start and end date may vary)
COMPENSATION: $15.65 per hour + Summer Housing Perquisite (17 June – 6 September 2019)
CLASSIFICATION: STDT 4
JOB TITLE CODE: 4919
ORGANIZATIONAL UNIT: Housing • Dining • Hospitality, Hospitality and Conference Services
REPORTS TO: Operations Analyst

GENERAL DESCRIPTION OF POSITION
Hospitality Coordinators are team leaders who provide operational and administrative assistance to Hospitality and 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 Hospitality and 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 twenty (20) hours scheduled per week. Training topics will include: Hospitality and Conference Services Orientation, customer service, database review 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. 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 the nature of this position, requires willingness to troubleshoot problems and be called into service.
• 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 Hospitality and 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 (18 June – 7 September 2019): 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 suitmates/apartment-mates. Must abide by polices outlined in housing contract.
• When scheduled for an on-call shift, during this time must be able to answer duty phone within five (5) minutes and must be able to report in-person to campus/conference desks within twenty (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, the first three weeks of July, 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.