

Colorado College Conference Services

Guest Services Attendant Position Description

General Description

The Guest Services Attendant is an essential member of a team of Housing & Conferences professionals who provide exemplary customer service to various CC hosted camps and conferences during June and July. Positioned at the front desk to assist and welcome guests to the Colorado College campus, Guest Services Attendants have the dual responsibility of serving as ambassadors of Conference Services and the college as a whole. The primary role of a Guest Services Attendant is to ensure a positive campus experience for conference participants while communicating and upholding Conference Services policies and standards. Guest Services Attendants report directly to the Conference Specialist and work closely with other Housing and Conferences staff, as well as janitorial and facilities staff.

Position Requirements

To be successful in this position, the ideal candidate will demonstrate respect of human dignity and diversity, demonstrate exceptional communication skills, a consistently positive attitude, sound judgment, a strong sense of responsibility, and the ability to foster mutual respect between CC staff and campus visitors.

- Colorado College student enrolled in classes for the 2019-2020 academic year preferred but not required.
- Available to work a minimum 32 hours each week, to include weekends and holidays.
- Comprehensive knowledge of the Colorado College campus and a general knowledge of the Colorado Springs area.
- Excellent customer service and interpersonal communication skills
- Conscientious attention to detail and an ability to prioritize multiple essential tasks.
- Ability to learn and use new software quickly.
- Ability to work in diverse work environments, learn quickly, and employ self-motivation and initiative.
- Uphold and enforce Colorado College and Conference Services policies.
- Good physical condition with the ability to lift and move objects, stoop, kneel, and crouch, and occasional climbing of step ladders and/or carrying loads up and down stairs.

Duties and Responsibilities

- Performs check-ins and check-outs, distributes keys and meal cards, keeps accurate guest count and assists conference guests with a varied assortment of requests and/or questions.
- Build rapport and become acquainted with conference participants.
- Assist guests with maps and directions, address problems and issues, and explain policy or policy changes and provide a broader perspective regarding such policies.
- Check out equipment such as games, ironing boards, etc., and maintain necessary records.
- Acquaint guests with emergency evacuation procedures, if necessary.
- Aid guests in living with mutual respect for one another, theirs and others property, and college facilities
- Learn and use Conference Software KX.
- Update lobby bulletin boards with guest information and other notices/directives as necessary.
- Assist the Conference Specialist, Conference Interns and other Housing and Conference staff as needed.
- Answer phones/questions, and receive and distribute messages and mail.
- Assist in preparing apartments and residential hall rooms to ensure that they have been properly set up and cleaned (load/unload fans, TVs, coffee supplies, etc.), and assist in delivery of linen and supplies as needed.
- Attend weekly staff meetings.
- Perform other duties as requested by management.

Compensation

This is a seasonal position beginning in May and ending in July. During this period, it is expected that Guest Services Attendants will work a minimum of 32 hours a week, including weekends and holidays, and be compensated starting at \$11.10/hour depending on experience. Guest Services Attendants may also be eligible for a \$150/month taxable meal allowance and in-kind housing.