Position Description: SHC Customer Service Team Member

POSITION: Temporary/Summer
WAGE: $12.50/hr

HOURS: Up to 15 hours a week May 3-June 16 for scheduled training and program preparation; 30-40 hours per week, beginning June 16-September 8; scheduled hours will vary weekly; this position will include weekend hours; based on the Summer Housing and Conferences (SHC) needs. Required availability for work shifts: June 16-June 28; August 26-September 8. The Summer Housing and Conferences office is open 7:00am to 12:00am, daily. Provide support to guest groups and individuals prior to arrival and during their stay at PSU to ensure clear communication and quality customer service. Responsibilities include but are not limited to:

- Maintain professional and positive communication with all staff and vendors, including Diversified Abilities, involved in providing services to PSU students, staff, and guests
- Assist SHC Operations staff with coordinating the turnover process at the beginning and end of summer, provide accurate information when asked
- Assist with quality control for the use of SHC spaces including use of lodging rooms, meeting rooms, social spaces, and campus dining
- With the training provided, develop proficiency in using StarRez and web forms used to perform the responsibilities of this position
- Check StarRez, shared Google docs, phone messages and e-mail at the beginning of every shift to stay current on any changes in guest housing
- Check in with supervisor at the beginning of each shift to understand the flow of what is happening and to be aware of any problems or changes
- Check conference guests into and out of their rooms
- Work closely with conference organizers and campus partners prior to and during guests’ stay on campus
- Obtain and verify information from organizers and relay it quickly and accurately to SHC staff, dining, and custodial partners
- Coordinate check-in, parking permits, meeting room set-up, and other conference guest needs
- Provide administrative support to UHRL when necessary
- Assist with check-in and check-out of conference groups and other guests
- Provide all aspects of customer service including answering the telephone; provide information, directions, etc...
- Prepare and update event and task lists
- Assist with set-up and removal of SHC room equipment at beginning and end of summer
- Assist with end-of-day reconciliation of transactions and activity
- Become knowledgeable in maintaining accurate records with StarRez
- Assist with all conference guests, interns, and individual stays on an on-going basis
- Resolve problems encountered in pre-arrival and departure inspections, when necessary contact your supervisor
- Assist cleaning and replacement of linens, towels, and other inventory in SHC rooms and during Linen Exchanges
- Assist in collecting guest keys, performing key audits, and preparing check-in packets for new guests
- Provide accurate reports documenting findings of pre-arrival and post departure inspections web forms provided
- Attend all trainings and weekly staff meetings
- Check and respond to texts and phone calls on the SHC-provided cell phone immediately
- Assist with and setting up conference spaces
- Assist office staff with additional duties as assigned

Required Qualifications:

- Customer service or hospitality background preferred
- Ability to interact well with people of diverse ages and backgrounds
- Self-motivated, accountable, ability to take initiative
- Must have effective communication and computer skills
- Attention to detail, organized
- Ability to work during long, irregular hours
• Must be able to lift up to 60lbs and walk at a very fast pace for daily shift

Preferred Qualifications
• Previous Customer Service Experience
• Experience with building, using, and maintaining spreadsheets
• Experience with Google docs and other web based systems