SUMMER GUEST HOUSING
POSITION DESCRIPTIONS

Assistant for Hospitality and Special Projects

The Assistant for Hospitality and Special Projects is a full-time (approximately 40 hours per week, and may include weekends), live-in position. This position works in concert with the Operations Manager and the Summer Residence Hall Director in a team effort to enhance an atmosphere of hospitality and related support services for guest groups. The Assistant for Hospitality and Special Projects is also responsible for creating opportunities for social interaction and staff development, as well as staff appreciation among Summer Guest Housing employees. In addition, this position is assigned independent projects including assessment and special group registration processes.

Specific Duties and Responsibilities:

Staff Selection & Training

- Assist in the hiring process of Guest Hosts & Linen Team (see SGH Timeline for Guest Host/Linen Team Interview schedule) during the Spring Semester.
- Attend ALL mandatory training sessions (Spring and Summer).

Customer Service

- Support Facilities Team Leaders in creating guest friendly atmosphere in common areas of residence halls.
- Obtain tourist reference materials for residence halls and maintain on-site inventory of these materials for each facility.
- Create comprehensive guest welcome packets including information on the University of San Francisco and the local Bay Area attractions.
- Create V.I.P. gift baskets and accommodation services for high profile guests as needed.

Administrative

- Create ongoing opportunities for staff interaction and socialization, which assists with staff development.
- Facilitate the registration process for USF's City Quest program, San Francisco Ballet School, San Francisco Conservatory of Dance, and Alonzo King's Lines Ballet School; Process related paperwork, financial transactions, maintain program databases, creation of special reports, and coordination between respective program staff, Summer Guest Housing staff, and Residence Life services.
- Perform additional administrative support duties as requested by the Manager of Summer Housing & Marketing Publications for the Office of Residence Life.
- Attend one-on-one meetings with the Manager of Summer Housing & Marketing Publications.
- Attend weekly Leadership Team Meetings.
- Complete an end-of-summer report.

Assessment

- Create “Hospitality Portfolio” for documentation of season.
- Conduct guest satisfaction surveys; report comments and trends to administrative staff.
- Complete weekly reports.
- Revise yearly Summer Guest Housing staff end-of-summer report.

Requirements:

This position requires: professionalism, customer service skills, initiative, adaptability, independent judgment, excellent communication skills, the ability to work as a team member, conflict resolution skills, creativity, and basic computer skills with a preference given to experience in customer service roles, such as hotels, camps, past employees of Summer Guest Housing. This position also requires an ability to work under pressure while maintaining a high level of cordiality. There are also times when this position requires manual labor; particularly moving linens and making beds in rushed situations.

Supervision & Expectations:

The Assistant for Hospitality & Special Projects reports directly to the Manager of Summer Housing & Marketing Publications for Residence Life and is expected to be on-call and available any time he/she is on campus. Employment as an Assistant for Hospitality & Special Projects is considered the employee's first priority. The Manager for Summer Housing & Marketing Publications must approve any other jobs or any summer school courses you plan to take.