

Guest Experience Assistant (GEA) – Customer Service

Dates of Employment: May 12, 2024, through August 4, 2024.

Must attend mandatory information session. Select one of three:

- February 12, 2024, At 1:00pm LSV Training Room
- February 12, 2024, At 4:00pm LSV Training Room
- February 15, 2024, At 7:00pm via zoom

Spring - Attend one (1) mandatory GEA training sessions date and time TBD

Summer – Mid May - Mandatory training sessions Three (3) days total dates and times TBD

***Details and information will be sent after the application is completed.**

Compensation: GEAs will be paid \$13.00 per hour and will be provided a bedroom in a furnished apartment with full kitchen in Lakeside Village and a summer wellness center pass. Hours worked may flex from week to week based on conference needs. 15 hours a week minimum, including holidays, weekend/evening hours and commitment to an “on-call” schedule for the summer is a requirement of the position. Holidays worked are paid at the normal rate.

Living on campus in a location designated by Conference Services is required as it is a condition of employment. Each GEA will be assigned to a room which aligns with the community they will be serving.

The housing portion of compensation for the GEA position are paid out at the beginning of the semester. Departure from the GEA position prior to the end of the semester would result in the department recouping payment by adjusting the amount credited to the student account at a prorated rate that is based on the last day of employment.

Desired qualifications: Prior UM conference housing or hotel/camp staff experience preferred but not required.

Position Description:

Under the supervision of the Conference Services Coordinator and Conference Services Intern, the GEA is responsible for servicing the needs of conference groups and their participants. The GEA will be involved in all phases of the conference program preparation and servicing specific conference needs. Groups currently range in size and participants vary from youth academic programs, new student orientation, college interns and professional adult guests.

Required qualifications:

- Currently a student enrolled at the University of Miami with a minimal Grade Point Average of 2.8.
- Strong commitment to customer service, and ability to deliver the highest level of quality service with the optimal use of time and resources.
- Exceptional organizational skills.
- Professionalism exhibited in quality of personal behavior.
- Ability to provide for the welfare and peace of mind for all through a safe working environment.
- Flexible and willingness to work and handle a wide variety of tasks.
- Knowledge of UM, Coral Gables, and the surrounding community.
- Ability to problem-solve and think critically.
- Ability to work with a diverse group of local, state, and national groups, treating every person

with respect and dignity.

- Ability to lift/push/move 50lbs.

Duties and responsibilities:

- Provide support at the front desk of residential buildings during assigned operating hours (7am-10pm).
- Assist with guest arrivals and departures, including assigning rooms, encoding and distributing room access cards, and preparing key packets.
- Work with operations staff to ensure that room checks, room inspections are completed.
- Work varied shifts, including check-ins, check-outs, and a 3-hour office shift per week, distributed among the GEA team. Some weeks there may be more or less than 1 shift per GEA depending on the needs of the business.
- Participate in an on-call schedule requiring overnight response.
- Compile conference guest rosters and room assignments as needed.
- Act as a referral/resource person for conference group leaders and participants, offering campus tours and checking event and classroom spaces.
- Submit required reports, monitor building resource and room access card inventory and provide necessary follow-up.
- Deliver exceptional customer service and support the safety and security of guests to ensure guest satisfaction.
- Serve as initial primary responder to crisis situations, which includes recording information and appropriately informing the correct staff members and agencies.
- Monitor and troubleshoot conference and camp activities.
- Provide administrative support and basic clerical services.
- Attend and actively participate in weekly staff meetings, one-on-one sessions, and all training sessions.
- Maintain a professional appearance, including wearing proper attire and a nametag while on duty.
- Learn to navigate and effectively utilize the StarRez Reservation and Event Management System.
- Maintain a flexible schedule within a 24/7 work environment, free of major time commitments.
- Take initiative to contribute to the overall success of the Conference Services program.
- Perform other duties as assigned.

Staff may enroll in one summer course per session at the Gables Campus, provided you meet all expectations (work comes first during the summer) and it is approved prior to enrollment by immediate supervisor.