

Guest Experience Assistant (GEA) – Operations

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

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:

Reporting to the Conference Services Coordinator and Conference Services Intern, the Guest Experience Associate (GEA) oversees the daily operations of on-campus housing and event facilities during the summer months. Responsibilities include preparing buildings, guest rooms and event/meeting spaces for use. Housekeeping, Audio Visual Support, reserved space setups, and general monitoring of the building and grounds. The operations staff ensures the proper use of the residential and event spaces and the safety and well-being of patrons, and compliance with facility use and related policies and procedures.

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:

- Coordinate with GEA Customer Service staff to meet client needs effectively.
- Work varying shifts to prepare for the arrival and departure of conference groups by performing room checks, inspections, linen delivery/collection, and room turnovers, including bed-making where applicable.
- Maintain and manage the linen inventory efficiently.
- Submit work orders for issues reported by clients participating in the Summer Conference Program, ensuring effective follow-up between Facilities Management Staff and Housekeeping.
- Learn and proficiently use the StarRez and Facilities Service Request Form for seamless operations.
- Keep the Facility work order Excel Spreadsheet up to date for organizational purposes.
- Submit required reports, monitor building resource and room access card inventory and provide necessary follow-up.
- Set up and break down events (Moving furniture to configure the requested setup).
- Operate AV equipment (e.g. Microphones, sound/light systems, setting up VGA/HDMI, etc.).
- Work varied shifts needed to complete inspections and linen delivery/pick-up for check-ins and check-outs, staffing during events in Lakeside Village and Shalala Student Center 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.
- Monitor conditions to ensure patron safety, promptly reporting hazards and mechanical problems.
- Coordinate maintenance of facility and equipment.
- Keep storage areas organized and safe.
- Articulate and enforce building and employee policies and procedures.
- Participate in an on-call schedule requiring overnight response.
- Maintain a flexible schedule, free of other major time commitments, within a 24hr/7days a week work environment.
- Attend all required training and development sessions.
- 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.