

Senior Guest Experience Assistant (SGEA)

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 two (2) mandatory SGEA training sessions. Dates and time TBD

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

Compensation: SGEAs will be paid \$14.50 and is provided a bedroom in Lakeside Village and a wellness center pass for the summer. Hours and schedule may flex from week to week based on conference needs. 37.5 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.

Position Description:

Under the supervision of the Assistant Director of Conference Services, Conference Services Coordinator and the Conference Services Intern, the focus for this position is to function as manager of an on-campus housing facility with conference and camp guests throughout the summer months. The SGEA will be responsible for a team of 10-15 student workers. Groups currently range in size and participants vary from youth academic programs, new student orientation, college interns and professional adult guests.

Required qualifications:

- 1-2 years experiences as a Guest Experience Assistant/Housing Desk Assistance/Housing Resident or Community Assistant
- Rising junior or senior for the 2023 – 2024 academic year.
- 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.
- Toppel Internship Program Credit can be provided
- No summer classes should be taken.

Duties and responsibilities:

- As a live-in staff member, the Senior Guest Experience Associate (SGEA) is expected to be accessible in person or by telephone to handle inquiries, respond to emergency situations, and perform various administrative tasks as needed.
- Act as a liaison between the Conference Services team, Facility Operations Team, and conference/camp coordinators.
- Oversee the preparation and breakdown for conference groups, including supervising room checks, access card preparation, and linen delivery/collection.
- Participate in an on-call schedule requiring overnight response.
- Assist with the conference operations and coverage including supervising, scheduling, time sheets and staff development functions.
- Supervise check-in and check-out process for assigned groups.
- Assist with developing weekly staff schedule to include: Desk Coverage, On-Call Duty, Inventory, Room Checks, Check-ins and outs and Housekeeping.
- Maintain and restock the inventory of linen packets needed for overnight summer camps and conferences.
- Assist in familiarizing conference organizers with conference policies, procedures, emergency protocols, and facility layout.
- Submit required reports and provide necessary follow-up.
- Ensure exceptional customer service for each guest.
- Serve as an on-site supervisor, coordinating staff to meet client needs.
- Coordinate the delivery of linens from the warehouse and laundry service.
- Assist in the training and development of staff.
- Lead room inspections as needed.
- Ensures that all facility workorders are processed and follow-up as needed.
- Monitors the conditions of the building and reports hazards promptly.
- Attend and fully participate in weekly staff meetings, one on ones, and all training sessions.
- Wear proper attire including nametag while working.
- Learn to navigate and effectively utilize our Event Management System, Facility Work Order System, StarRez and the employee scheduling software system.
- Maintain a flexible schedule, free of other major time commitments, within a 24hr/7days a week work environment.
- Other duties as assigned.