

Division of University Housing Conference Services
GUEST HOUSING MANAGER JOB DESCRIPTION

The Guest Housing Manager (GHM) is a vital member of the Conference Services team. The GHM reports directly to the Conferences Manager and Coordinator, and will receive work assignments from these individuals. The GHM also works closely with the Conference Hall Directors (CHD) and Residence Life Student Supervisors (RLSS). The GHM assists with the administrative functions of the guest housing operation outlined in this job description. As is the case with all conference staff, the GHM represents themselves, the conference operation, and UNL as a provider of quality customer service. The GHM will begin their employment period in January, and will remain in the position until August. The GHM will work 8-15 hours per week from mid-February to April, and 40 hours or more per week from May to August. The GHM is also required to live in their assigned residence hall during dates of CA employment (mid-May to mid-August).

General Responsibilities:

1. Maintain a high level of performance and be able to do whatever is needed to ensure that each guest's visit is an enjoyable one.
2. Actively support the philosophies and mission of UNL Conference Services.
3. Serve as a role model of attitudes and behaviors supportive of UNL Conference Services.
4. Act as a resource and referral agent for Conference Assistants and conference guests.
5. Demonstrate appropriate behaviors and confront inappropriate behaviors.
6. Be available and approachable to Conference Assistant's CHD, and conference guests. This will include regular office hours, the specifics of which will be determined each summer as needed.
7. Act as a liaison between and work as a team with all housing personnel.
8. Participate in SCA and CA duty as assigned. Additional night and weekend hours will be assigned as needed.

Supervisory Responsibilities:

1. Assist with on-going training and supervision of the CA staff for Guest Housing operations.
2. Assist with the supervision/operation 24-hour desk and Guest Housing operation. Schedule work shifts in these areas.
3. Participate in and assist conferences professional staff in conducting orientation sessions, training sessions, and weekly business meetings for Conference Assistants.
4. Provide the conferences professional staff with feedback regarding staff performance and dynamics.

Administrative Responsibilities:

1. Responsible for all administrative functions of Guest Housing: taking reservations, guest check-in/out, towel exchange verification process, handling of cash fund and guest payment, general guest relations, and balancing cash deposits.
2. Assist the CHD/RLSS in maintaining accurate records of Guest Housing including room night verification, key distribution, room assignments, damages, facility concerns, and special charges.
3. Assist the RLSS in the administration of Guest Housing/24-hour desk cash accounts according to University policy.

4. Participate in complex team meetings with the Conference Managers and Assistant Director, Facilities Managers, Food Service Managers, and other Conference Services staff.
5. Be proficient in the operation of the Conference Services computer system.
6. Schedule various work shifts for the Guest Housing desk.
7. Provide on-site support for Conference Assistants working with Guest Housing.
8. The GHM should keep the Conferences professional staff advised on all important matters pertaining to the guest housing operation, particularly the concerns of guests.
9. Ensure that the 24-hour desk is stocked with all necessary supplies and information at all times.
10. Keep abreast of conference activities in all of the halls.
11. Help avoid potential conflicts - be a trouble shooter.
12. Act and dress in a professional manner.
13. Minimize campus activities so as to focus your efforts on being an effective GHM.
14. Be accessible and approachable to guests to assess their needs and level of satisfaction with Conference Services.
15. Maintain daily contact with the conferences professional staff keep them informed of issues and ensure they are being handled appropriately.
16. Ensure that the 24-hour desk is clean, organized and litter-free.
17. Participate in additional meetings as requested.
18. Assist the conferences professional staff with various administrative functions.
19. Assist the RLSS and Conference Services Coordinator in processing refunds
20. Assist coordinator/manager with inter-departmental billings for Guest Housing.
21. Assist the RLSS in the administration of receipted payments for guest housing. Work daily in tracking receipts for payment.
22. Serve as the primary contact for Guest Housing reservations.
23. Correspond with Guest Housing clients, group coordinators, and conference participants on an as needed basis.
24. Serve as a day/night auditor: Assist the RLSS in reconciling lodging with accounts receivable.
25. Serve as a reservationist, booking Guest Housing reservations for individuals/groups.
26. Fulfill other duties as assigned by the Conferences Manager or Coordinator.

Qualifications:

1. Strong commitment to customer service and helping conference guests.
2. One summer or more previous experience as a Conference Assistant.
3. Supervisory experience preferred.
4. Previous hotel/guest management experience desirable.
5. Basic knowledge of KX, Microsoft Office and Microsoft Outlook desirable.

Remuneration:

Base pay for the Guest Housing Manager will be \$11.00 per hour.

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