

Student Assistant Desk Manager for Gruenhagen Conference Center

Overview of Department and Position

Gruenhagen Conference Center serves as the Conference Services division of the Department of Residence Life on the University of Wisconsin Oshkosh campus. Our mission is to provide our guests with the highest quality service they expect and deserve by creating a professional and educational conference environment. And, in accordance with the Department of Residence Life and the University of Wisconsin System, Gruenhagen Conference Center is committed in sharing the responsibility of developing human resources, in shaping an environment which enhances student learning and personal growth, and in sharing as responsible agents to the community.

To that end, the Student Assistant Desk Manager position will assist the Front Desk Manager/Financial Specialist, University Conference Coordination Staff and Directors of Gruenhagen Conference Center in the overall deployment and execution of our Conference Services program, as well as assisting in the management of front desk services and financial processes within Gruenhagen Conference Center.

Job Responsibilities and Duties

In relation to deployment of services, supporting the staff, the GCC Front Desk and Financial Services area, the person in this position will:

- Understand all functions and processes of the front desk, including technology used; i.e Seattle Tech, UWO Portal, Excel, Word
- Audit functions of daily, weekly, and monthly tasks and transactions; such as check-ins and check-outs, conference reservations, and returned keys from conferences
- Manage inventory of desk supplies
- Assist with creating reservations for guests including Dailies and tracking of “Call-in Pay-at Check-in” reservations
- Have oversight of conference preparations including preparing key packets, printing of rosters and labels, and conference folders
- Prepare billing details for conferences to the Financial Specialist and account for unreturned keys
- Process payments for Dailies, Contract, and conference guests when needed
- Serve as a liaison and assist with contract management of Titan Advantage Program (TAP), Project Success, Fox Valley Technical College

(FVTC) contracts, including processing reservations and payments to Excel and Seattle Tech and sharing information with Residence Life as needed

- Assist with compliance verification of required documentation for contract guests
- Lead the processes for mail and package distribution, by complying with State and Federal laws regarding mail and packages and overseeing mail procedures including accurate logging of packages, tracing missing packages, and forwarding mail/packages
- Assist with training and be a resource for the GCC Front Desk staff and the Summer Front Desk staff in other Residence Halls during the extended conference season
- Update and maintain Desk Receptionist training procedures and manuals.
- Work one on one with staff members ensuring individual progress; i.e training and reviewing processes, providing hands on experiences, and completing tasks correctly
- Assist in coordinating the schedule for the front desk staff
- Look for and create ways to improve processes, efficiencies, and effectiveness of all procedures at the front desk
- Assist Financial Specialist with administrative processes and paperwork tasks
- Serve as an administrative liaison to the following campus departments and vendors related to the execution of conferences, meetings, events, activities and contracts being hosted within Gruenhagen Conference Center:
 - Department of Residence Life
 - Parking Services
 - Student Recreation and Wellness Center
 - University Dining
 - Titan Central
 - Sodexo University Dining Services
 - PreCollege Programs
 - Titan Advantage Program Office
 - Project Success Office
 - Fox Valley Technical College
 - Administrative Services
- Serve as a back-up and on-call Desk Receptionist in emergency situations or gaps in schedules
- Other duties as assigned within Gruenhagen Conference Center and the Department of Residence Life

In relation to supporting Conference Services, the person in this position will:

- Prepare billings for guests and process payments for guests
- Assist with room assignments
- Handle special projects in relation to conference deployment

Requirements

- Must have and maintain a semester and cumulative GPA of 2.5 or better
- Must be a current student in good standing at an accredited post-secondary institution
- Must offer a flexible schedule and availability during the operational times of the front desk

Qualifications

The candidate must possess these traits

- Knowledge of front desk services and processes
- Understanding of payment processes
- Knowledge of Conference Services
- Attention to detail
- Ability to adapt to a changing environment
- Ability to demonstrate leadership, responsibility, and excellent customer service skills
- Organizational and problem-solving skills

Schedule

Hours may range from 7am to Midnight, Sunday through Saturday, with typical hours being between the hours of 8am and 8pm and may include evening and weekend hours, depending on coverage needed.

This position is open all year long. During the Academic year, schedule will require 20-25 hours/week with full time (40) hours required in summer.

Rate of Pay

Rate of pay begins at 11.50/hour