

## **Desk Receptionist Student Position for Gruenhagen Conference Center**

### **Overview of Position**

The Desk Receptionist staff will serve as the main point of contact for guests to the Gruenhagen Conference Center. This includes providing general customer services, answering phones, making reservations, checking guest in for lodging, and other clerical work.

### **Job Responsibilities and Duties**

- Greeting and assisting guests
- Checking guests in and out registration system (Seattle Tech)
- Operate the cash register and receiving payment for lodging rooms, parking permits, and other items handled through the front desk
- Answering the phone, transferring calls, and taking messages
- Handling and logging of all mail and packages
- Taking room reservations by phone and in person
- Provide service to the needs of our residence, including UWO students, FVTC students and other contract guests
- Checking out keys to staff and conference personnel
- General typing, filing, and alphabetizing
- Performing the nightly bed count
- Utilize computer programs such as Seattle Tech, UWO Portal, Excel, Word
- Preparing rosters and key packets for conferences
- Securing the front desk area and the lobby at closing
- Maintaining the security of the front desk and all the sensitive information kept there

### **General Responsibilities**

- Provide exemplary customer service to all guests
- Maintaining the cleanliness and order of the main desk area

- Maintaining the attitude that quality customer service is the priority of the Conference Center and upholds the mission statement of the Conference Center
- Assist with any and all responsibilities that are assigned by the supervisor and other GCC Core Staff members

### **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 postsecondary institution
- Must offer a flexible schedule and availability during business hours (including break periods)

### **Qualifications**

The candidate should possess these traits:

- Ability and desire to learn on the job and be detail oriented
- Prior cash register experience a plus

### **Schedule**

Hours may range from 7 am to 11 pm, Sunday through Saturday. This position is year-round, offering up to 25 hours during the school year and up to 40 hours during summer and other break periods.

### **Rate of Pay**

Rate of pay begins at \$10.50/hour