Dear Applicant,

Congratulations! You’ve taken a first step to becoming a Front Desk Attendant for the Housing & Residential Education Department in either the Peterson Heritage Center or the Marriott Honors Community. Thank you for your interest in joining our team. Review this application packet, familiarize yourself with the position description and required qualifications. If you feel this is an opportunity you wish to pursue, I welcome you to complete the enclosed application.

Are you interested in developing your professional skills and building new relationships? Are you looking for a fun, team-oriented part time job on campus? The Peterson Heritage Center and Marriott Honors Communities are currently hiring for the upcoming academic year (Fall 2016, Spring 2017).

The Front Desk Attendant provides aid in the Donna Garff Marriott Honors Residential Scholars Community and to the Peterson Heritage Center by serving all residents and patrons of the MHC and PHC, and by assisting the Front Desk Coordinator in day-to-day tasks. This part-time position is responsible for answering questions to all patrons in the MHC and PHC as well as those who call the front desks, assisting in administrative responsibilities, providing adequate and informative customer service and giving support when needed to Housing & Residential Education. The Desk Attendant reports to the Front Desk Coordinator.

We are looking for individuals who are excited about working in a fun, fast-paced environment, who believe in our HRE values of Excellence in Service, Respect, Integrity, Positive Attitude, and Team. We hope to hire individuals who are able to commit to working irregular hours, able to troubleshoot and take the initiative to help ensure residents and guests receive excellent customer service while on our campus. You will have the opportunity to work in the hospitality industry, gain leadership skills, resolve conflicts, and be part of a dynamic team working together to successfully create a home-away-from-home for residents living on this campus.

I hope you will consider joining us!

Sincerely,

Braden Baugh

Front Desk Coordinator
Housing and Residential Education
bbaugh@housing.utah.edu
801-587-0891
Desk Attendant Position Description
Front Desk

Overview & General Purpose
Located in Salt Lake City, the University of Utah is a public, 4-year institution committed to providing an exceptional academic and co-curricular experience for students and the University community. The “U” is the academic home to more than 31,000 students. Heritage Commons is home to 2,700 students who live in the 2002 Winter Olympic athlete village, which consists of 20 co-ed residence halls and 10 apartment buildings. In addition, HRE has two apartment buildings located in downtown Salt Lake City that constitute Downtown Commons. HRE is growing with an additional 309 bed Honors Living Learning complex that opened in August 2012 and is currently under construction on a 400 bed Entrepreneurship Living Learning Community. The University Housing Campus Master plan calls for continued growth and construction to meet the housing demand.

The Desk Attendant provides aid in the Peterson Heritage Center and to the Housing & Residential Education office by serving all residents and patrons of the PHC and assisting the Front Desk Coordinator in day-to-day tasks. This part-time position is responsible for answering questions to all patrons in the PHC and those who call the PHC, assisting in administrative responsibilities of the PHC, providing adequate and informative customer service and giving support when needed to Housing and Residential Education. The Desk Assistant reports to the Front Desk Coordinator.

As a member of the HRE team, it is expected that you uphold all of the values of the department. In addition, you should follow all HRE policies and procedures

Qualifications

- Ability to work effectively in a diverse office setting.
- Must be able to maintain student information under strict confidentiality.
- Must be a current University of Utah student in good standing with the University and maintain that status throughout employment.
- Strong organizational skills to manage workflow and establish a harmonious and productive environment.
- Skill in accurately analyzing information, situations, and procedures in order to problem solve and take initiative on projects.
- Skill in speaking concisely and logically, using grammatical language to convey information and explain policies and procedures.
- Ability to work well in a team setting and create a positive working environment.
- Demonstrated skill to work effectively with students, parents, and university officials of diverse backgrounds.
- Excellent communication and interpersonal skills.

Preferred Qualifications

- Previous experience in customer service
- Previous experience in an office setting or performing clerical work
• Willingness to work overnight shifts or irregular hours

Work Schedule
• Desk Attendant work schedule will be set by the Front Desk Coordinator, with hours not to exceed 20 per week. The Marriott Honors Community and Peterson Heritage Center Front Desks are 24 hour Front Desks.
• Must be able to attend bi-weekly staff meetings.

Compensation
$8.25/hour

Primary Responsibilities

Customer Service/Student Relations
• Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, questions, concerns and suggestions for ways to improve patron satisfaction.
• Acts as an information source to International students about resources available within the University.
• Provides information to students, parents and community members about the procedures within HRE, University and Government regulations (i.e. FERPA).
• Assists in the university housing move-in and move-out process, holiday closing and summer school process.
• Works with Conferences Services to troubleshoot and help provide patrons with the most accurate account information in room reservations.
• Follows all policies and procedures related to emergency and crisis situations.
• Acquires working knowledge of student services on campus and articulates these services to patrons.
• Knows procedures for essential university functions such as academic advising, course registration, Housing U, etc. Assists residents with such functions.
• Have working knowledge of other PHC related functions (events set-up, mail distribution and troubleshooting.

Occupancy Management
• Assists with the check-in and check-out process of the Residence Halls. This includes academic year residential services and summer conferences.
• Communicates with maintenance and custodial staff regarding building issues and concerns.
• Responsible for contacting appropriate support for any check-in, key or room concerns raised by patrons.
• Responsible for room management in the MHC and PHC.
Prospective Student Recruitment

- Serves as a back-up to Housing Ambassadors to provide prospective students and their parents tours of the MHC and PHC.
- Answers questions regarding the U of U and Housing that prospective students and their parents have.
- Additional recruitment opportunities that may arise.

Administrative

- Informs the PHC/MHC Student Managers of possible conflicts and discrepancies.
- Maintains accurate electronic and paper records and under strict confidentiality.
- Assists in day-to-day administrative tasks and projects established by the Front Desk Coordinator, PHC/MHC Student Managers, the Mailroom and Access Coordinator, the Event Coordinator, and the Assistant Director of Administrative Services.

*Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.*
Front Desk Attendant Application 2015

**Instructions:** Complete both pages of this application, attach your resume, and email all application materials and hand deliver them by 5pm on March 31st, 2016. Applications received after the deadline will not be considered.

**Email to:**
Braden Baugh, Front Desk Coordinator
bbaugh@housing.utah.edu

**Hand-deliver to:**
Braden Baugh, Front Desk Coordinator
Peterson Heritage Center front desk

Name: ____________________________ uID:______________Phone: ____________________

Please check the appropriate boxes:

1. Which desk would you prefer* to work at?
   - [ ] Peterson Heritage Center
   - [ ] Marriott Honors Community
   - [ ] Either

2. Are you available to work overnight shifts?
   - [ ] Yes
   - [ ] No

3. Will you be living on campus during the upcoming academic year (2015-2016)?
   - [ ] Yes
   - [ ] No

4. How many hours are you able to work per week (maximum of 20)?
   - [ ] 1-5 hours
   - [ ] 5-10 hours
   - [ ] 10-15 hours
   - [ ] 15-20 hours

5. Are you an HRE Student Leader for the upcoming academic year (Late Night Programmer, RHA member, Social Justice Advocate, or RA)?
   - [ ] Yes
   - [ ] No

6. Are you available to work during holidays and over breaks?
   - [ ] Yes
   - [ ] Sometimes
   - [ ] No

7. Desk Assistant training runs from the second week in August until school begins. Are you able to attend this training in its entirety?
   - [ ] Yes
   - [ ] No

8. Please list any other commitments you may have (other jobs, extracurriculars, etc):

   _______________________________________________________________________
   _______________________________________________________________________

*Please note that while we try to accommodate people’s preferences, we are not always able to. Upon hiring, staff members will be placed according to best fit.
References: List two references that have supervised your schoolwork, volunteer work or employment. Include their names, phone numbers, e-mail addresses, and relationship to you. Do not use family members as references.

Full name: ____________________________ Relationship: ____________________________
Phone with area code: _____________________ Email: ____________________________

Full name: ____________________________ Relationship: ____________________________
Phone with area code: _____________________ Email: ____________________________

Supplemental Questions (please type):

1. What interests you in becoming a Front Desk Attendant? What do you hope to gain from this experience?

2. Problem-solving is important to this position. Describe a situation you were in, in which you used your problem-solving skills.

3. One of our departmental values is Team. Can you talk about what it means to work in a team in a job like this? How can you ensure you’re being a good team member?

4. What skill do you feel you are an expert in? Why do you feel this skill would benefit our organization?