

# Carnegie Mellon University

## Conference & Event Services

### Guest Services Specialist

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#### Job Description:

The department of Conference & Event Services (CES) at Carnegie Mellon University offers students the opportunity to provide customer service for one of the leading universities. We are seeking Guest Services Specialists (GSSs) to serve in the critical role in providing a positive check-in/check-out and front desk experience that is welcoming to all guests mid-May to mid-August. The GSS team will serve as a welcome ambassador for the university, at our Summer Housing Guest Services Office. In addition, GSSs will accommodate guest needs in a mature manner, communicate clearly and effectively and work both independently and with the CES team. GSSs are a part of our professional team and will be expected to work with various campus partners, CES clients and guests on a daily basis to provide services for summer programs of all sizes.

#### Job Responsibilities:

- Provide excellent and consistent customer service to all guests and campus partners both in-person and by phone
- Facilitate the check-in and check-out and provide support for summer program guests including housing access cards, hard keys, completion of Guest Information Card Agreement, and required handouts
- Serve as the primary responder to guests' issues and taking necessary steps to rectify
- Maintain guest interaction log by accurately recording information and relaying to appropriate staff members
- Be a resource for all guests and provide accurate information or referrals
- Assist with Pre-College student move-in and move-out (including preparations for move-in and check-in day) and other on-site check-ins
- Responsible for accepting and recording financial transactions
- Manage security and organization of the CES desk services office
- Other duties as assigned

#### Desired Job Qualifications:

- Strong commitment to customer service; previous experience preferred
- High level of organizational skills and detailed oriented
- Professional demeanor and appearance at all times
- Strong oral and written communication skills
- Enthusiastic to complete all tasks
- Knowledge of the Carnegie Mellon University campus and the surrounding areas
- Self-motivated, self-confident, dependable and resourceful
- Adaptable and able to problem-solve independently
- Able to work effectively as a supportive team member and with a diverse array of groups, including international guests

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### Requirements:

- Must be a Carnegie Mellon University student
- Must be in good disciplinary standing with the university
- Must be available 10-20 hours per week to include evenings, weekends, and holidays
- Must successfully pass ACT 153 clearances (comprehensive criminal and child abuse background check)
- May take no more than one (1) summer class per session during the contracted work period
- Must be available to work all mandatory work dates during the summer season
- Attend all training sessions

### Employment Term:

The position will begin approximately May 18, 2020 and will conclude no later than August 8, 2020.

### Compensation:

GSS's will be compensated at the hourly rate of \$10.00.

### Schedule:

The work schedule will be dependent upon the demand of the summer programs. It is understood that these demands cannot be easily translated into specific hours worked per day/week. Weekend, evening and holiday hours will be required. May be required to work additional hours in order to accommodate larger group check-ins.

Please Note: A child abuse background check will be required prior to beginning the position, due to university policy and underage groups on campus in the summer.

***Any questions about the position can be directed to Chelsea Skinner ([cskinner@andrew.cmu.edu](mailto:cskinner@andrew.cmu.edu)).***

Priority consideration will be given for applications received by **Friday, March 6, 2020.**

**[CLICK HERE TO APPLY](#)**