

Housing and Residence Life (H&RL)

Guest and Conference Services

Overview

The Graduate Assistant for Guest and Conference Services contributes to the mission of Housing & Residence Life and the University of Dayton by enforcing safety and security practices in the residence halls. Responsibilities include assisting the Operations Manager in selecting, training, supervising, and evaluating Guest Check-in Attendants and Guest Check-In Attendant Supervisors. The Graduate Assistant for Guest and Conference Services will also provide on-site oversight of the guest and visitor registration process.

Beginning September 2014, Housing and Residence Life will assume management of Conference Services. The Graduate Assistant for Guest and Conference Services will assist the Operations in managing the day to day operations of Conference Services, including but not limited to coordinating reservations for conference groups/guests, hiring and training the summer conference staff and liaising with the Center for Student Involvement and other campus partners as necessary.

This position is a 12-month live-in assignment. The person in this position must be able to work evening and weekends, must be detailed-oriented and must demonstrate excellent interpersonal, communication and conflict management skills. This position is also part of the Housing and Residence Life on-call rotation.

Responsibilities

Supervision

The Graduate Assistant for Guest and Conference Services is supervised by the Operations Manager and is expected to attend regularly scheduled meetings with the Operations Manager to receive supervision, updates and important information pertinent to the position. The Graduate Assistant for Guest and Conference Services is expected to understand, adhere to and enforce the policies and procedures set forth in the guest check-in attendant manual and will establish and maintain a professional working relationship with the Guest Check-in attendants and supervisors whom he/she supervises. Other responsibilities include supervising and evaluating the Guest Check-in Attendant staff, documenting and holding accountable staff who fail to adhere to job expectations, enforcing and implementing all security guidelines and procedures, organizing and facilitating regular staff meetings with the Guest Check-in Attendant staff, coordinating Guest Check-in Attendant and supervisor work schedules and filling empty shifts in the Guest Check-in Attendant work schedule.

Selection and Training

The Graduate Assistant for Guest and Conference Services will assist the Operations Manager and the Coordinator for Co-Curricular Learning in coordinating the annual selection and training processes for Guest Check-in Attendants and supervisors. Responsibilities include serving on the selection committee for Guest Check-in Attendants and supervisors, communicating regular updates and training expectations to the Guest Check-in staff, revising and updating the Guest Check-in manual and hiring and training new Guest Check-in Attendants and supervisors hired outside of established hiring periods.

Guest/Visitor Registration

The Graduate Assistant for Guest and Conference Services will collaborate with the Operations Manager, Area Coordinators, Resident Directors, Operations Assistants, Desk Assistants, Guest Check-in Attendants and Guest Check-in Attendant Supervisors to ensure smooth and efficient implementation of the guest/visitor registration process. Responsibilities include assisting the Area Coordinators and Resident Directors in maintaining healthy communication between Resident Assistants, Desk Assistants and Guest Check-in Attendants and supervisors, maintaining appropriate confidentiality regarding the guest/visitor registration process, advocating on behalf of the Guest Check-in Attendants and supervisors through participation on department committees and collaborating with the Operations Manager to assess and improve the overnight guest registration process and the process for the building verification stations.

Conference Services

The Graduate Assistant for Guest and Conference Services will assist the Operations Manager in managing Conference Services. Responsibilities include coordinating and maintaining reservations and applications for existing Conference Services clients, collaborating with the staff in the Center for Student Involvement, Facilities Management, Parking Services and Dining Services to coordinate logistics pertaining to Conference Services and hiring and training Conference Services student staff.

Administration

The Graduate Assistant for Guest and Conference Services may be expected to serve in the absence of the Operations Manager. The Graduate Assistant is expected to complete all paperwork and other duties to ensure effective management of guest and conference services.

Special Coverage

The Graduate Assistant for Guest and Conference Services may be expected to provide additional on-call/duty coverage as assigned for University holidays and weekends including, but not limited to, Opening Weekend, Labor Day, Columbus Day, Fall Break, Halloween, Thanksgiving, Martin Luther King Day, President's Day, St. Patrick's Day Spring Break, Easter, and Closing.

Remuneration

- \$7,700 Stipend /academic year
- Room and Board
- Tuition Remission – Up to 24 credit hours, not to exceed \$13,715/academic year
- Health Care: Offered enrollment in University of Dayton health care plan as applicable to Graduate Assistant

For more information, contact:

Joi Garrett Scales
Operations Manager, Housing & Residence Life
University of Dayton
(937) 229-3317
jgarrettscales1@udayton.edu