



AMERICAN UNIVERSITY
HOUSING AND DINING PROGRAMS

Campus Host Position Description

General Responsibilities:

1. Provide courteous, pleasant, and efficient service to all summer guests and residents. Act as a liaison between summer guests, supervisors, and Housing and Dining Programs.
2. Provide support to all aspects of summer operations including desk operations, duty shift responsibilities, guest services, site coordination, and revenue management. Assist with other Housing and Dining Programs tasks that occur during the summer, including tasks related to closing/opening the residence halls for academic year residents.
3. Demonstrate a strong commitment to customer service. Investigate, handle, and report any problems or concerns that may arise during a guest's stay.
4. Understand, enforce, and adhere to all relevant policies and procedures as set forth by Housing and Dining Programs and American University. Pay particular attention to policies relating to the safety and security of the residence halls. Develop systems for communicating university policy to residents.
5. Provide on-call duty coverage (scheduled 16 hours/duty shift on weekdays and 12 hours/duty shift on weekends). Duty coverage includes regular floor rounds, miscellaneous errands for front desk personnel as needed, emergency linen service, emergency meeting setup service, intern notifications, and residency verifications. Duty coverage includes weekends and holidays. During their scheduled shifts, duty personnel are expected to remain in one of the residence halls on their side of campus.
6. Work closely with supervising Summer Housing staff to complete a variety of administrative tasks relevant to operation of the residence halls.

Administrative Duties:

1. Know and perform efficient check-in and check-out procedures for conference guests and interns, including the distribution of keys and management of registration cards. Ensure that registration cards are ***filled out accurately and completely***.
2. Work closely with the Guest and Public Relations Coordinator and Summer Management Assistant for Guest and Public Relations to ensure that all intern payments are collected, logged correctly, and all required records (receipts, payment logs, parking pass logs) are maintained accurately.
3. Record all guest transactions on appropriate forms and lists; be responsible for all transactions during desk shift.
4. Conduct key audits of room keys and common areas. Report missing keys to supervisors immediately.
5. Handle lockouts in an efficient manner and within prescribed policy.
6. Sort and distribute mail, messages, and packages in a timely manner.
7. Organize all materials to be displayed at desk and on bulletin boards.
8. Organize, maintain, and keep clean the area around the front desk.
9. Document and report facilities concerns in a timely manner; follow-up as necessary.
10. Accept comments and requests from groups and guests in a polite and courteous manner. Immediately refer requests to appropriate staff and follow-up as necessary.
11. Write "Incident Report Forms" for all serious or unusual incidents. Ensure that all emergencies are reported immediately to the Resident Director on duty and to any other appropriate individuals as directed by supervisors.
12. Complete all administrative paperwork as required by supervisor.
13. Assist in the identification of unauthorized persons who enter the residence hall by checking ID cards consistently.
14. When needed, assist with general conference preparation including preparing rooms, distributing and collecting linens, inspecting facilities, and preparing information packets.
15. Assist with setting up meeting space for conferences.

Staffing Expectations:

1. Attend and be on time for all training, orientation, and staff development sessions; which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.
2. Participate in scheduling desk, duty, meeting space setup, and project hours; understand that each staff member must work the required number of hours (25 hours/week) and that no staff member may work more than the allowed number of hours (40 hours/week). Help to ensure day, evening, and weekend shifts are equally distributed.
3. Be present for all desk, duty, and supplemental shifts as assigned.

Staff and Community Development:

1. Encourage/maintain a community atmosphere where the rights and responsibilities of staff and guests are held in high regard.
2. Encourage the development of staff team and effectively address tensions and interpersonal issues as they arise.
3. Create a welcoming environment that establishes and maintains an informative and useful means of communication with guests through bulletin boards on each floor and message centers in the lobbies.
4. Welcome and orient residents and interns who are unfamiliar with the Washington, DC area.
5. Attend one-on-one meetings, as requested by supervisors, and an evaluation at the end of the summer.

Position Requirements:

In addition to the previous:

1. Must work at least 25 hours/week, unless summer schedule needs dictate otherwise. Be available to work immediately following May final exams until mid-August unless approved by the Associate Director of Guest and Visitor Services.
2. A maximum of seven vacation days are available to staff members throughout the summer. Staff must request vacation time in writing to the Associate Director of Guest and Visitor Services by May 1. ***All requests may not be approved.***
3. Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibilities.
4. Knowledge of the University and Washington, DC area preferred.
5. Must live in residence halls during summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed during scheduled shifts.
6. Full attendance at mandatory spring and summer training sessions unless approved in advance by the Associate Director of Guest and Visitor Services.
7. May not hold outside commitments (excluding academic classes) of more than 10 hours/week. All internships, jobs, and obligations of more than 10 hours/week must be approved *in advance* by the Associate Director of Guest and Visitor Services. Campus Host position responsibilities take priority over any outside commitments.

Dates of Employment:

May 6, 2010 (9:00am) to August 10, 2010 (5:00 pm)

Training Dates:

All Campus Hosts must be available for all training sessions, which begin on **Thursday, May 6, 2010** and continue throughout the next week. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin. There is also a mandatory staff meeting to be held on Thursday, April 14, 2010 (7:00pm, McDowell Formal Lounge).

Compensation:

- \$8.25 per hour for a minimum of 25 hours/week.
- Housing in a single room from Saturday, May 6, 2010 – Tuesday, August 10, 2010 (*housing for earlier dates may be available as circumstances permit*).

Application Deadlines:

March 19, 2010 by 5:00pm

Applications due for Campus Host consideration. All applications should be submitted online (<http://www.american.edu/ocl/ocljobs>). Late or incomplete applications will not be considered eligible for an interview or for hiring.