

BOSTON UNIVERSITY
Office of Conference Services

JOB TITLE: **FRONT DESK ATTENDANT**
EMPLOYMENT DATES: May 5 through August 22, 2008
SALARY: \$8.25/hour plus Campus Housing
WORK SCHEDULE: 30 - 35 hrs/wk -- Front Desk Hours: 5:00am-2:00am; Seven Days/Week
(*Overnight shifts may occur on a limited basis.*)

OVERALL RESPONSIBILITIES:

Front Desk Attendants facilitate the arrival and departure of conference housing guests and provide assistance to housing guests while in residence. Front Desk shifts range from 3 to 9 hours in length. A typical schedule includes 5 to 6 days of work per week for an average of 30 hours. Note that there are weeks during the summer that approach 40 hours.

PRINCIPAL DUTIES:

- Greet guests and handle all inquiries
- Provide exceptional guest service
- Check conference guests in and out by issuing and collecting room keys and conference I.D. cards
- Maintain the security of the key cabinet and keep a detailed log of all keys being issued and returned
- Assist in special projects assigned by the Residence Hall Coordinator (i.e. maintaining bulletin boards)
- Assist Room Attendant staff as necessary (i.e. setting up rooms or counting linen)
- Act as liaison between the Residence Hall Coordinators and conference guests to ensure that custodial, maintenance or other issues are resolved as quickly as possible
- Maintain neat and orderly Front Desk and Lobby areas
- Answer the Front Desk phone and provide a message service for guests
- Maintain a daily shift report for the Residence Hall Coordinator and document all incidents for follow-up
- Assist Residence Hall Coordinator in organizing the Room List and Desk Cards for conference groups
- Sign out special items, ensuring that procedures are followed and that items are properly returned
- Log all information of missing items to ensure proper billing
- Assist with other duties as assigned by authorized Conference Service personnel

NOTES:

As noted above, Front Desk Attendants will occasionally be scheduled to assist the Room Attendant staff. These shifts may involve tasks such as creating linen packets, setting rooms or counting linen. Room Attending shifts will be offered on a voluntary basis when possible; however, these shifts may be mandatory during busy periods.

Front Desk Attendant positions require a flexible work schedule involving both early morning and late night shifts. Weekend work will be required and regularly scheduled commitments outside of work cannot be accommodated. Front Desk Attendants are required to wear the uniform shirt and name tag provided by Conference Services while on duty.

QUALIFICATIONS:

Must have strong oral and written communication skills for telephone and personal contacts. Requires a willingness to work diligently and independently. Must have professional appearance, a pleasant, helpful attitude and enjoy guest service. Previous guest service experience helpful but not required.