SUMMARY:

In support of the overall goals of Residence Services, a unit within the division of Student Affairs, the Conference & Guest Services Clerk performs sales, clerical and service duties for Conference Services and supports front desk duties in the Residence Services Main Office.

Residence Services provides accommodation services, programming and education to the on-campus student community, in addition to providing a summer conference operation for off-campus customers. The Conference Guest Clerk provides exceptional customer service, sales and administrative support related to group and guest bookings by responding to inquiries for accommodation, processing reservations, liaising with conference convenors, applying payments and charges, and assigning rooms using a customized computer reservation system.

Reporting to the Manager, Conference and Customer Service, the Conference Guest Clerk supports conference operations, seven days a week, providing both front-line service and administrative support in order to provide full service to summer guests.

This position is expected to carry out the core responsibilities of the Front Desk Clerk 20% of the time providing back-up and relief for that position as required. In the absence of the Front Desk Clerk the Conference Guest Clerk will be the sole resource in the Residence Services Main Office and complete all manner of front desk responsibilities.

The Conference Guest Clerk is knowledgeable about the range of services and activities provided by the various departments within Residence Services, as well as the procedures of the Main Office, and develops and maintains familiarity with general university operations in order to provide service and information to guests.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: 60% Conference Guest Services Support

Duties:
- Provides prompt and efficient customer service to groups and individuals clients in the Conference Services unit of Residence Services. Receives, monitors and responds to email, phone and front counter inquiries from conference groups and guests regarding summer
accommodation. Applies general knowledge of the roles and functions of the Residence Services departments, residence buildings and front desk operations in order to provide accurate and timely information.

- Uses a computerized reservation system to check room availability, ascertains appropriate facilities, enters reservations, and confirms bookings with clients.
- Liaises with conference convenors and individual guests regarding sales, correspondence, contracts, payments, room assignments, group check-in, ordering and processing food cards/voucher orders, group charges and parking pass sales, etc.
- Develops and maintains general knowledge of Residence Services operations; other UVic departments, programs and services; and appropriate external agencies in order to respond to inquiries outside of regular University office hours.
- Responds to a large volume of conference and accommodation inquiries and provides fast and professional service both on the phone, via email, and in person.
- Responds to issues and challenges with guests using judgement, tact and discretion in order to assist with problem identification and make appropriate referrals within Residence Services or the University. Issues that require referral may include: problems with accommodation, housekeeping or facilities; payment or account issues; security issues, medical, mental health and/or other emergent/urgent issues.
- Makes referrals to Supervisor and/or appropriate Residence Services management or staff, Housekeeping or Facilities, and/or Campus Security if required.

2. Responsibility:
30% Conference/Front Desk Administration Support

Duties:

- Checks in conference groups to UVic residences utilizing a computerized enterprise management system. Provides policy information and safety procedures to convenors and guests to ensure safety and security of guests and facilities.
- Prepares group files and all pertinent documentation required for group check-ins. Prepares and issues group key boxes and completes other duties related to maintenance of the key inventory, and performs other clerical duties required for incoming conference groups.
- Performs filing, photocopying, word processing and other related clerical duties.

3. Responsibility:
10% Processing of Payment Transactions

Duties:

- Applies payments and charges, balances internet accounts and tracks inventory of food vouchers and cards. This may involve researching and adjusting posting errors, balancing payments against system reports, and completing reports for internal financial records.
- Using Enterprise management software, processes credit card, internet payment, wire transfers, cash, cheque and debit payments, applying payments and charges to correct accounts. Ensures all payments are posted in a timely and accurate manner.
**REQUIRED QUALIFICATIONS:**  

**Skills:**  
- Proven ability to provide excellent customer service in a fast paced environment  
- Excellent organization skills; and strong written and oral communication skills  
- Demonstrates good judgment, diplomacy, tact and discretion  
- Proven ability to pay attention to detail  
- Ability to complete a high volume of work efficiently and accurately, prioritize work and multitask  
- Ability to work with or without supervision  
- Ability to work, varied day, evening and weekend shifts  

**Specialized Knowledge/Education:**  
- Demonstrated ability with MS word, excel and database software  
- Demonstrated math skills  
- High school graduation  

**Experience:**  
- One to two years recent experience in conference services, hospitality, retail or higher education environment including experience with a computerized reservation system and cash handling  
- Preference will be given to candidates who have completed workshops and courses in customer service and sales  

---  

<table>
<thead>
<tr>
<th>Employee’s Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor’s Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>