A Guest Host is considered full-time (approximately 30 hours per week, and may include weekends), live-in position. The main responsibility of the Guest Host position is working the front desk of their designated building and tending to the needs of guests staying in that building. Guest Hosts interact with a wide variety of clientele and must show a willingness to provide for the needs and expectations of these groups.

**Specific Duties and Responsibilities:**

**Training & Development**
- Attend ALL mandatory training sessions (Spring and Summer).
- Attend Summer Guest Housing Outings and Hall Gatherings.

**Operations**
- Assist with the opening and closing of residence halls.
- Work weekly scheduled hours at the front desk providing customer services, including guest check-in and checkout, housekeeping requests, and providing information about the campus and Bay Area tourist attractions and restaurants.
- Each Guest Host will be assigned as a liaison for specific guest groups and is expected to maintain daily contact and availability to their respective groups.
- Maintaining key card, linen, and equipment inventory.
- Conduct inspections of each room in the residence hall and document inventory and damages.
- Work closely with ABLE staff to ensure that rooms are ready for guest check-in and cleaned upon departure.
- Uphold all University and Summer Guest Housing policies.
- Assist the Facilities Team Leader in the end-of-summer report.
- Complete formal mid-summer self-appraisal.
- Complete end-of-summer Summer Guest Housing Staff Survey.
- Perform additional duties as requested by the Facilities Team Leader, Summer Operations Manager, or the Assistant Director for Facilities & Summer Operations.

**Requirements:**
This position requires: professionalism, customer service skills, initiative, adaptability, independent judgment, excellent communication skills, the ability to work as a team member, an ability to work under pressure while maintaining a high level of cordiality. This position also requires manual labor; particularly moving linens and making beds in rushed situations.

**Supervision & Expectations:**
Guest Hosts report directly to the Facilities Team Leaders of the designated building and is expected to be on-call and available any time he/she is on campus. Employment as a Guest Host is considered the employee’s first priority. The Summer Operations Manager must approve any other jobs or any summer school courses the Guest Host plans to take. Summer Guest Housing staff members are not allowed to have other on-campus jobs during their employment with the Office of Student Housing and Residential Education.