

**Residence Life & Student Housing**  
**Guest Housing Assistant**  
**Job Description**  
**2010 Summer Conference Season**

**JOB SUMMARY**

Under the general supervision of the Assistant Director of Conference & Leadership Development in Residence Life & Student Housing, the Guest Housing Assistant will have significant responsibility in serving conference guests and in the operation of the area desks. The service provided is designed to enrich and support SMU through various activities relating to recruiting prospective students and welcoming conference guests to the University campus. Guest Housing Assistants provide information, acquaint guests with the campus, and present the positive spirit of SMU.

Guest Housing Assistants must possess a strong attention to detail and organizational skills to help manage the area desks. Strong oral and written communication skills are necessary to communicate with conference guests. The Guest Housing Assistant must be flexible and willing to handle a wide range of tasks.

**KNOWLEDGE/REQUIREMENTS**

- Applicants should be knowledgeable of the Southern Methodist University campus and the surrounding Park Cities area. Employees must be creative, organized, and able to handle many tasks simultaneously.
- Undergraduate or graduate student
- Must be available to work 37.5 hours per week from May 21 - August 6, 2007
- Strong commitment to customer service
- Strong interpersonal communication skills
- Previous RLSH or customer service experience preferred
- Strong Preference given to students not attending summer school
- Must be in good disciplinary standing
- Must report for work on time and work shifts as scheduled
- Attend all training sessions and staff meetings
- Abide by and enforce University policies
- Must live on-campus for summer conference season
- Additional employment is not permitted without prior approval by Conference & Guest Services Coordinator
- Must be on-duty as scheduled

**RESPONSIBILITIES**

- Resource to guests
- Bulletin boards and informative signage for guests
- Check/stock guest rooms prior to check-in and following check-out
- Monitor residence hall environment
- Key issuance
- Conference check-in/check-out
- On-Call duty
- Handle emergency situations
- Deliver messages/mail/packages to guests
- Equipment check-out