



UNIVERSITY
OF
LOUISIANA
L a f a y e t t e

Staff Vacancy

Position: Front Desk Agent

Department: Office of University Housing

A Front Desk Agent is an employee of the University of Louisiana at Lafayette, University Housing. He or She is responsible for all aspects of his/her assignment to facilitate a welcoming, caring, healthy and safe environment, promoting community, rooted in the world renowned hospitality of Lafayette, Louisiana. As a main point of contact to guests, visitors, and persons both within and outside of the University community, this staff member must demonstrate professionalism and the highest level of guest services at all times, while also responding quickly and effectively in emergency and non-emergency situations and contacting the necessary support resources if further assistance is needed and/or required. .

Front Desk Agents dually report to Building Managers and the Front Desk Supervisor.

Minimum qualifications:

- Currently enrolled in the University of Louisiana at Lafayette as an undergraduate student
- Prior Guest Service Experience highly preferred
- Have knowledge of office procedures including filing, typing, and phone skills
- Possess and have the ability to demonstrate the following qualities: professionalism, effective leadership skills, personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion, strong interpersonal communication skills
- Must be able to follow a set schedule throughout the semester and be available to work weekends, nights, and holidays

General Expectations and Duties:

- Uphold and adhere to all University student/staff policies
- Serve as a positive role model for all students, including, but not limited to modeling appropriate and mature behavior both on and off campus
- Fulfill all duties and responsibilities developed by the Building Manager or Front Desk Supervisor
- Be able to appropriately respond to emergency and non-emergency situations and contact the necessary support resources if further assistance is needed and/or required
- Participate in Desk Agent Training at the beginning of each semester
- Work shifts that include but are not limited to: Days, evenings, nights, weekends, holidays, etc. Desk Agents also must be available to return prior to the opening of the residence halls each semester, work through the closing of halls, and preferably be available to work over breaks, including summer and winter.
- Be available to cover Front Desk Agent shifts when needed.

Guest Services:

- Maintain a positive attitude that is welcoming to guests and supportive of the university and the department
- Maintain a level of professionalism in communication with guests, staff, and visitors
- Assist guests and provide information, making referrals for concerns and inquiries to appropriate staff
- Promote a sense of security within the residence halls through the reporting of any suspicious or threatening activity to appropriate staff
- Check IDs of the guests entering the building and appropriately facilitate check-ins/check-outs for guests and visitors of guests
- Coordinate with housekeeping supervisors, maintenance staff, and building managers to insure proper guest satisfaction
- Properly report maintenance requests from guests using the property management system and ensuring the guests' requests are completed within the time standards
- Support resident assistants and other hall staff in promoting social and educational programming

Administrative Responsibilities:

- Answer the telephone and respond to inquiries into services provided by Housing or other related services for the Guest Experience, receive and disseminate fliers and other information, and observe general activity within the halls.
- Arrive on time for scheduled shifts
- Maintain an orderly desk and monitor desk supplies and equipment
- Provide clerical support for the building manager by maintaining files, creating documents, assisting with data entry, making phone calls etc.
- Receive and report requests for repairs and maintenance issues
- Desk agent must be alert at all times and report any suspicious activity immediately

About the University:

The University of Louisiana at Lafayette holds the Carnegie Foundation classification of "High Research Activity." It is Louisiana's second largest university and offers the doctorate in 10 disciplines, 28 master's degrees, 20 post-baccalaureate certificates, and 55 undergraduate degrees. The University enrolls 16,700 students in nine colleges. It is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools. Information about the Office of University Housing and the University is available at <http://louisiana.edu>