Function
The Guest Services Assistant provides superior customer service by facilitating the visitor experience at Newcomb primarily by organizing visitor flow and special event directions, way finding, and comfort. This position also provides administrative support within ODOS Business Services and Operations.

Specific Responsibilities
- Function as the welcoming face of Newcomb Hall and as the representative of the University.
- Provide excellent front-line customer service, answering phones and greeting visitors at the Information Desk.
- Be identifiable, and available to answer visitor questions, provide directions, and organize visitor flow.
- Ensure the availability and distribution of brochures and maps.
- Collect visitor data, i.e. number of visitors per day.
- Assist in logistical operations for special events including but not limited to staffing various information kiosks around building, participating in event setups, moving furniture, etc.
- Utilize Resource 25 scheduling software to process customer requests submitted online through the SOURCE.
- Assist with administrative office functions.
- Generate and distribute reports for internal and external service providers involved in event management.
- Provide guidance and some training by email, phone, and in person for requestors on best use of the SOURCE.
- Manage Newcomb Lost and Found.
- Distribute keys to various rooms and vehicles.
- Organize and complete special projects.
- Understand and follow the policies and procedures of Newcomb and the University of Virginia.
- Attend all required training sessions and staff meetings.
- Perform other duties as required.

Commitment
The position requires a minimum of 8 and a max of 20 hours per week with beginning and end dates to be determined by the Operations Manager. Guest Services Assistants will be scheduled during hours that Newcomb Hall is open, generally 8 a.m. to midnight M-Saturday, and 9 a.m. to midnight on Sundays. Hours are also available during academic and summer breaks. Attendance at all training activities and staff meetings is required. Prior to the start of Fall semester, training typically begins one week prior to the start of classes. Role model proper attire, behavior and expectations of the Newcomb student employment program.

Supervision Received
Newcomb Student Team Manager (Direct student supervision), Operations Manager (Direct professional supervision), Assistant Director of Operations

Educational Outcomes
Quality customer service skills, organization and communication skills, planning and problem solving skills, the ability to work as part of a team, data processing and data entry skills, ability to identify the issues and needs of the community, establishing relationships with peers, faculty, and other mentors, time management experience

Skills, Knowledge, and Qualities Required
Friendly, welcoming interpersonal skills with a professional attitude
Working knowledge of UVa and Charlottesville
Basic problem solving skills and ability to carry out emergency action plans
Ability to interact with the general public