

Guest Relations Assistant

Event Services



Job Description	<p>A Guest Relations Assistant serves as the first point of contact for internal and external stakeholders. This position provides a welcoming environment to the guests of the Carolina Union (CU). This includes providing administrative services such as client interfacing, event assistance, and handling phone/in-person inquiries from visitors of the CU. This position receives client feedback and ensures it is addressed by the appropriate areas within the CU.</p>
Specific Duties & Responsibilities	<ul style="list-style-type: none"> • Provide general venue and campus navigation, serving as a liaison for all guest inquiries and support • Coordinate access to guests for reserved spaces, ensuring appropriate usage of CU spaces • Facilitate the check-in and check-out process for events and meetings • Supporting events and meetings by serving as a customer service liaison • Demonstrated knowledge of Carolina Union and Event Services policies and procedures
Requirements & Qualifications	<p>Required:</p> <ul style="list-style-type: none"> • No previous experience required • Commitment to excellent customer service • Proficient in Microsoft Office Suite • Demonstrated ability to complete assignments and meet tight deadlines • Demonstrated ability to follow instructions from managers and adapt to feedback from clients • Demonstrated ability to communicate effectively with internal and external stakeholders • Demonstrated ability for creative thinking and problem solving • Attire: black dress pants, khaki pants and dress shoes (flats), for special events • Attend staff meetings and professional development opportunities • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds
Learning Goals & Competency Development	<p>As a result of employment in this position, students will:</p> <ul style="list-style-type: none"> • Identify information necessary for addressing an issue or task • Develop verbal/written communications skills using information and existing resources • Recognize different communication styles when working with internal and external stakeholders
JobX LEARNING OUTCOMES (FWS Positions Only)	<p>Communication; Professionalism & Work Ethic; Creativity & Problem Solving</p>
Available Openings	<p>21</p>
Hours	<p>10-12 hours/week; Flexible availability required as schedule is based on events</p>

Hourly Rate	\$8.80
Time Frame	Academic Year 2019-2020
Contact Name	Evelyn Jones, Bonita Brown, Spencer Davis
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Work Location	Carolina Union Guest Services, Suite 2107A
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