# Guest Relations Assistant

## Event Services

### Job Description

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.

### Specific Duties & Responsibilities

- 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

**Required:**
- 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

As a result of employment in this position, students will:

- 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)**

- Communication; Professionalism & Work Ethic; Creativity & Problem Solving

### Available Openings

21

### Hours

10-12 hours/week; Flexible availability required as schedule is based on events
<table>
<thead>
<tr>
<th><strong>Hourly Rate</strong></th>
<th>$8.80</th>
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<tbody>
<tr>
<td><strong>Time Frame</strong></td>
<td>Academic Year 2019-2020</td>
</tr>
<tr>
<td><strong>Contact Name</strong></td>
<td>Evelyn Jones, Bonita Brown, Spencer Davis</td>
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<tr>
<td><strong>Contact Email</strong></td>
<td><a href="mailto:evelynme@email.unc.edu">evelynme@email.unc.edu</a> ; <a href="mailto:bonitab@email.unc.edu">bonitab@email.unc.edu</a> ; <a href="mailto:spiral@email.unc.edu">spiral@email.unc.edu</a></td>
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<tr>
<td><strong>Work Location</strong></td>
<td>Carolina Union Guest Services, Suite 2107A</td>
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<tr>
<td><strong>Phone</strong></td>
<td>919-966-1329, 919-843-5344, 919-962-6887</td>
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