

Guest Relations Coordinator

Event Services



Job Description	<p>Guest Relations Coordinators ensures a positive experience for internal and external stakeholders by providing a welcoming environment to the guests of the Carolina Union (CU). This position provides administrative services support to the Guest Relations Assistant, including client interfacing, event assistance, and handling phone/in-person inquiries from visitors of the CU. This position ensures client feedback is received and addressed by the appropriate areas within the CU.</p>
Specific Duties & Responsibilities	<ul style="list-style-type: none"> • Provide mentorship and training to Guest Services Assistants at events, the welcome desk and General Purpose Classroom shifts • Provide general venue and campus navigation, serving as a liaison for all guest inquiries and support • Serve as a liaison between Operations, Box Office, Audio Visual, and Housekeeping staff during events to ensure all client needs and requests have been met • Coordinate access to guests for reserved spaces, ensuring and enforcing appropriate usage of CU spaces • Facilitate the check-in and check-out process for events and meetings • Complete final reports of event details noting any concerns or follow-up as needed • Ensure University, Carolina Union and Event Services policies and procedures are adhered to
Requirements & Qualifications	<p>Required:</p> <ul style="list-style-type: none"> • Commitment to excellent customer service • Demonstrated knowledge of University and Carolina Union policies and procedures • 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 • Demonstrated knowledge of all event spaces and Carolina Union services • Proficient in Microsoft Office Suite • 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 issues and propose solutions for addressing the issue or task • Further develop verbal/written communications skills using information and existing resources • Build mutually beneficial relationships with internal and external stakeholders and team members
JobX LEARNING OUTCOMES <i>(FWS Positions Only)</i>	<p>Communication; Professionalism & Work Ethic; Teamwork; Collaboration & Leadership; Creativity & Problem Solving</p>

Available Openings	18
Hours	15-19 hours/week; Flexible availability required as schedule is based on events
Hourly Rate	\$9.50
Time Frame	Academic Year 2019-2020
Contact Name	Evelyn Jones, Bonita Brown, Spencer Davis
Contact Email	evelynme@email.unc.edu ; bonitab@email.unc.edu ; spiral@email.unc.edu
Work Location	Carolina Union Guest Services, Suite 2107
Phone	919-966-1329, 919-843-5344, 919-962-6887