

Guest Relations Lead Event Services



<p>Job Description</p>	<p>Guest Relations Lead 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 team, 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. The Guest Relations Lead also leads projects to improve processes and the client experience.</p>
<p>Specific Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Create and implement weekly event, welcome desk, and general purpose classroom schedules for student staff • Provide mentorship, training, and promote a cohesive environment for the Guest Relations team • Serve as a liaison and provide guidance to the Guest Relations team to ensure coordination of event needs between the 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 and train Guest Relations staff on the check-in and check-out process for events and meetings • Ensure completion and review final reports of event details noting any concerns or follow-up as needed • Distribute and delegate work assignments • Ensure University, Carolina Union and Event Services policies and procedures are adhered to
<p>Requirements & Qualifications</p>	<p>Required:</p> <ul style="list-style-type: none"> • Combination of formal training and experience working as a Guest Relations Coordinator for the Carolina Union • Demonstrated ability to lead others and work on independent projects of significant scope • Demonstrated experience in conducting interviews, trainings, performance evaluations, and other employee initiatives for team members • Proficient in Microsoft Office, WhentoWork and Event Management Software • Demonstrated ability to follow instructions from managers and guide Guest Relations staff on how to analyze feedback from clients and enact a plan of action to ensure their needs are addressed • Demonstrated ability to effectively communicate in a fast-paced environment • Lead meetings as required • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds
<p>Learning Goals & Competency Development</p>	<p>As a result of employment in this position, students will:</p> <ul style="list-style-type: none"> • Identify and apply creative solutions to ensure successful implementation of a project, task, or initiative • Recognize and adapt to different communication styles when working with internal and external stakeholders • Encourage the exchange of ideas between internal and external stakeholders, supervisors, and team members • Lead with integrity

JobX LEARNING OUTCOMES <i>(FWS Positions Only)</i>	Communication; Professionalism & Work Ethic; Teamwork; Collaboration & Leadership; Creativity & Problem Solving
Available Openings	6
Hours	8-19 hours/week; Flexible availability required as schedule is based on events
Hourly Rate	\$10.30
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
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