

## **Senior Guest Experience Assistant (SGEA)**

---

**Dates of Employment:** May 12, 2025, through August 9, 2025

Spring: Attend two (2) mandatory SGEA training sessions. Dates and time TBD

Summer –Mandatory training sessions May 14 – 16, 2025 Three (3) days total. Times TBD

**Compensation:** SGEAs will be paid \$14.50 and is provided a bedroom in Lakeside Village and \$250 in meals swipes at the dining hall. Hours and schedule may flex from week to week based on conference needs. 37.5 hours a week minimum, including holidays, weekend/evening hours and commitment to an “on-call” schedule for the summer is a requirement of the position. Holidays worked are paid at the normal rate.

Living on campus in a location designated by Conference Services is required as it is a condition of employment. Each SGEA will be assigned to a room which aligns with the community they will be serving.

The housing portion of compensation for the SGEA position are paid out at the beginning of the semester. Departure from the SGEA position prior to the end of the semester would result in the department recouping payment by adjusting the amount credited to the student account at a prorated rate that is based on the last day of employment.

### **Position Description:**

Under the supervision of the Assistant Director of Conference Services, Conference Services Coordinator and the Conference Services Intern, the focus for this position is to function as manager of an on-campus housing facility with conference and camp guests throughout the summer months. The SGEA will be responsible for a team of 15-20 student workers. Groups currently range in size and participants vary from youth academic programs, new student orientation, college interns and professional adult guests.

### **Required qualifications:**

- 1-2 years experiences as a Guest Experience Assistant/Housing Desk Assistance/Housing Resident Assistant or Community Assistant
- Rising junior or senior for the 2024 – 2025 academic year.
- Currently a student enrolled at the University of Miami with a minimal Grade Point Average of 2.8.
- Strong commitment to customer service, and ability to deliver the highest level of quality service with the optimal use of time and resources.
- Exceptional organizational skills.
- Professionalism exhibited in quality of personal behavior.
- Ability to provide for the welfare and peace of mind for all through a safe working environment.
- Flexible and willingness to work and handle a wide variety of tasks.
- Knowledge of UM, Coral Gables, and the surrounding community.
- Ability to problem-solve and think critically.
- Ability to work with a diverse group of local, state, and national groups, treating every

- person with respect and dignity.
- Ability to lift/push/move 50lbs.
- Toppel Internship Program Credit can be provided.
- No summer classes should be taken.

#### **Duties and responsibilities:**

- As a live-in staff member, the Senior Guest Experience Associate (SGEA) is expected to be accessible in person or by telephone to handle inquiries, respond to emergency situations, and perform various administrative tasks as needed.
- Act as a liaison between the Conference Services Team, Facility Operations Team, and conference/camp coordinators.
- Oversee the preparation and breakdown for conference groups, including supervising room checks, access card preparation, and linen delivery/collection. Lead room inspections as needed. Ensures that all facility workorders are processed and follow-up as needed. Monitors the conditions of the building and reports hazards promptly.
- Assist with the conference operation and coverage including supervising, scheduling, time sheets and staff development functions.
- Supervise check-in and check-out process for assigned groups.
- Assist with developing weekly staff schedule to include: Desk Coverage, On-Call Duty, Inventory, Room Checks, Check-ins and outs and Housekeeping.
- Work a variety of shifts, including check-ins, check-outs, and flexible office or operational shifts as needed. The number and type of shifts vary weekly based on conference needs, with some weeks requiring more or fewer shifts to ensure operational coverage and support.
- Assist as needed with the inventory of linen packets needed for overnight summer camps and conferences.
- Assist in familiarizing conference organizers with conference policies, procedures, emergency protocols, and facility layout.
- Submit required reports and provide necessary follow-up.
- Ensure exceptional customer service for each guest.
- Serve as an on-site supervisor, coordinating staff to meet client needs.
- Assist in the training and development of staff.
- Provide administrative support and basic clerical services.
- Participate in a mandatory on-call schedule requiring overnight response.
- Attend and actively participate in weekly mandatory staff meetings, one-on-one sessions, and all training sessions.
- Maintain a professional appearance, including wearing proper attire and a nametag while on duty.
- Learn to navigate and effectively utilize the StarRez Reservation and Event Management System.
- Maintain a flexible schedule within a 24/7 work environment, free of major time commitments.
- Take initiative to contribute to the overall success of the Conference Services program.
- Perform other duties as assigned.