



Title: UMC Student Concierge

Area: Reception Desk

SA Level: SA 1

Pay Rate: \$12.00

Schedule: 8-25 hours/week. A weekly schedule will be created based on office scheduling needs.

Must be enrolled for 6 credit hours for undergraduate students, 3 credit hours for graduate students

Work Study: Welcomed, but not required

Application Deadline: OPEN

Description of work area: UMC Reception Desk

Position Description

The UMC Student Concierge will provide exemplary customer service to VIP clients and students during their events in the UMC. This role includes attending events, being fully available to the client and coordinating with various other departments within the UMC to fulfill the client's needs. This position requires the ability to confidently make decisions, superior listening and communication skills, both oral and interpersonal. Will require both business casual and formal attire. Will require training in, and proficient use of, the EMS and Event Master software systems.

When not assisting at an event, the student concierge will make rounds in the UMC checking in on both students and staff and their wellbeing. If someone is found to be in crisis, the student concierge will render aid to the point that a referral to a campus resource is the best option. If need be, the student concierge will escort the person to that resource.

Position Duties and Responsibilities

- Learn proficiency with both the EMS and Event Master software
- Check in with the client and provide them with high-quality and personalized customer service for their event
- Review reservation to ensure room is set correctly and coordinate with Setup to correct any discrepancies
- Connect with Catering to confirm order totals and serving times, know who your Catering captain is for the event
- Discern what is important to know about the event and take notes on it to add to a post-event report for later consideration
- Independently make critical decisions and problem-solve
- If a problem occurs that is not easily corrected and there are questions about something in the reservation, guide the client to the Guest Relations office and review the reservation in EMS or Event Master to help clarify
- Always remain in communication with the client throughout the event and readily available
- At event's end, connect with client one last time to inquire if there are any further needs you may assist with, and assist them if needed

- Write a detailed post-event report for each event in the EMS scheduling system for the event planners to refer to if needed
- Possess a working knowledge of the various campus resources available to both students and staff alike

Required Skills

- Must be enrolled in at least (6) credit hours at the University of Colorado Boulder
- Exceptional people skills
- High-quality verbal and interpersonal communication skills
- Active listening and attention to detail
- Problem-solving, critical thinking and decision-making
- Basic computer proficiency

Preferred Skills

- Outstanding people skills
- Superior verbal and interpersonal communication skills
- Comprehensive, critical and interpretive listening
- Meticulous attention to detail
- Independent problem-solving, critical thinking and decision-making
- Customer service skills
- Conflict management/de-escalation skills
- Ability to learn new software programs quickly

Learning Outcomes

The UMC is dedicated to supporting the learning and development of the whole student. We strive to provide training opportunities as well as coaching and evaluation feedback for all our student employees. The UMC also understands that student learning and development is a dynamic process and the student holds the responsibility for engaging in these opportunities. While at the UMC, you can expect to gain experience in the following areas:

- Communication and Interpersonal skills: practice active listening and receiving feedback; engage in empowered conversations with supervisors and colleagues; demonstrate clear and effective communications in person and in writing; and learn to positively represent the UMC and our mission.
- Problem Solving: proactively address issues in your work area and develop critical thinking abilities; conflict and crisis skill management; seek support from your team; develop confidence and autonomy in your role and follow through on projects.
- Professionalism and Leadership: Exhibit responsible decision-making and personal accountability; dressing appropriately for your role; demonstrate leadership in job responsibilities; practice with professional development; follow UMC professional guidelines for timekeeping, work hours and working with the public; practice with time keeping software.
- Creating a Safe and Inclusive Environment: learn to encourage and promote a welcoming environment in the UMC; attend diversity trainings, contribute to creating inclusive spaces and support the Student Affairs Division inclusion statement.

Required trainings for position

1. Discrimination and Sexual Misconduct
2. Campus Security Authority (CSA)
3. TIPS training
4. Diversity training

To apply for this position, you must submit the following:

Please fill out an application by visiting the UMC Jobs webpage at www.colorado.edu/umc/jobs/student.

Job Posting Contact

Jill McWilliams, Event and Guest Relations Coordinator

jill.mcwilliams@colorado.edu

303-735-4794

UMC Mission Statement

As the heart of campus, the UMC supports students' academic success by providing opportunities for student involvement, leadership development, and entertainment in a welcoming and inclusive environment.

UMC Values

The following core values guide the decision-making and planning of the UMC:

- Diversity and inclusivity
- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs, and services
- Student development
- Sustainability

Student Affairs Inclusion Statement

The Division of Student Affairs values the diverse backgrounds, histories, identities and life experiences of every member of our community. We strive toward inclusive excellence in making our policies, processes and actions socially just and equitable. We celebrate and embrace differences. We are committed to welcoming and including diverse groups and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

The UMC is an Equal Opportunity Employer

The UMC does not discriminate in any condition of employment on the basis of race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status.

Background Checks

The University of Colorado Boulder is committed to providing a safe and productive learning and living community. To achieve that goal, background checks may be conducted.