Concierge Desk Attendant Position:

- The Concierge Desk Attendant’s primary function is to provide information and excellent customer service to anyone who visits the ASUC Student Union.
- The Concierge Desk Attendant will also book meetings and events accurately into EMS.
- Is the first point of contact for our many clients and visitors. It is an exciting and fast paced role where you will be working with all types of people.
- The right candidate will also become expertly familiar with UC Berkeley event venues and will advise our clients and visitors regarding their event planning questions.
- This position is for a student with a “go getter” attitude and ability to learn quickly.
- The Concierge Desk Attendant will also book meetings and events accurately into EMS.

Concierge Desk Attendant will learn these key skills:

- Detail oriented
  - Accurately entering reservations into event management system, ensuring that clients’ requests are thoroughly and accurately reflected in the reservations.
- Prioritizing heavy workloads
  - Responding to a high volume of client requests and inquiries quickly. Requests and Inquiries come in the form of email, online submissions, phone and also in person.
- Communication and listening skills
  - Recommending the best venue for clients after thoroughly gauging the client’s event needs Event planning Communicating policies and procedures to clients, sending event forms, permits, invoices, and ensuring they are completed and returned according to set deadlines.
- How to work within a professional office environment
  - Directing all incoming traffic (calls and walk ins) professionally for the entire ASUC Student Union Office.
Learning a new software
  ○ Learning nationally used Event Management Software (EMS) in order to input events and manage event calendars for all venues. Utilizing EMS functions for improving customer relationship management for Guest Services.

**Required Qualifications:**
1. Currently registered UC Berkeley undergraduate.
2. 15-19 hours per week. Must be open to working weekends and late nights and early mornings.
3. Must be available to work Summer, Winter or Spring Break.
4. Must dress in appropriate attire during shift. No shorts, tank tops, flip flops or ripped jeans. Must wear Event Staff shirt and name badge.
5. Successful completion of a background check although applicants may receive an offer of contingent employment pending the outcome.

All applicants: please submit your class schedule with your application. You can email your class schedule to sos@berkeley.edu.

Pay Rate: $14.00 per hour.