



## Auxiliary Services Job Family: **Guest/Client Services Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity.

### GENERIC JOB PROFILE SUMMARIES

<b>Guest/Client Services Agent INDIVIDUAL CONTRIBUTOR</b>	<b>Guest/Client Services Supervisor I INDIVIDUAL CONTRIBUTOR</b>	<b>Guest/Client Services Supervisor II MANAGEMENT</b>	<b>Guest/Client Services Manager MANAGEMENT</b>
Responsible for guest/client reservations and maintaining accurate and up to date records about reservations			
Coordinate client needs with the staff providing a level of service that meets or exceeds guest expectations	Responsible for providing a world class level of service to guests/clients	Acts as Manager on duty ensuring proper hotel procedures are followed; responsible for immediate issues and ensuring proper follow up; responsible for providing a world class level of service to guests/clients	Responsible for providing a world class level of service to guests/clients
Assist with training employees		Responsible for training and development of staff to ensure guests receive world class level of service throughout visit.	
Coordinate daily work	Responsible for supervision of staff.	Assist with staffing, recruiting, professional development and training; responsible for staff productivity and labor costs.	Responsible for staffing, recruiting, professional development and training; responsible for staff productivity and labor costs.
Coordinate with sales dept for group room booking; coordinates room increases and releases with large groups; take reservations for individual group members and enters room listings			Provides strategic leadership for guest services, rooms revenue; responsible for maximizing room revenue through effective inventory management.

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Ensure billing for groups is properly configured			
Coordinate the availability for facilities and services for events; ensures appropriate services/goods are delivered.	Responsible for communication and coordination with Maintenance and/or Housekeeping Departments to ensure guest/client service objectives are met.		
	Assist in planning for the Front Office Department.		Responsible for Front Desk operations.
	Participate in departmental planning and decision making; establish departmental objectives, policies, standards and procedures.	Participate in departmental planning and decision making; establish departmental objectives, policies, standards and procedures.	Participate in strategic planning and decision; establish departmental objectives, policies, standards and procedures.
	Assist with the development of budgets.	Assist with the development of budgets.	Responsible for developing budgets.

## JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11333 GUEST/CLIENT SERVICES AGENT, BAND C	10168 GUEST/CLIENT SERVICES SUPERVISOR I, BAND D	11935 GUEST/CLIENT SERVICES SUPERVISOR II, BAND E EX	11936 GUEST/CLIENT SERVICES MANAGER, BAND F
<b>MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY</b>	High school diploma and 2 to 4 years relevant experience or equivalent combination	Trade/Vocational/Technical School and 2 to 4 years relevant experience or equivalent combination	Trade/technical/vocational school degree and 4 to 6 years relevant experience or equivalent combination	Bachelor's degree and 2 to 4 years relevant experience or equivalent combination
<b>IMPACT</b>	Extends beyond department	Error extend beyond the position's college or unit	Moderate impact	Moderate impact
<b>CONTACTS - INSIDE</b>	Coordinate activities Contribute to group projects	Provide guidance or instruction	Receive instructions Provide information to immediate supervisor	Providing guidance Coordinating activities
<b>CONTACTS - OUTSIDE</b>	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response	Provide information that exists within pre-established documents and or programs.	Provide/receive guidance, advice or information that must be analyzed and developed by the position
<b>CONTACTS - STUDENTS</b>	Deals with confidential information such as grades, financial records, etc.	Provide information or instruction on policies/procedures	Frequent contact to provide information and instruction	Frequent contact to provide information and instruction

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<b>SUPERVISION</b>	Students Temporaries On-the-job training	Group leader Full responsibility for students, temporaries, and employees who do similar work Includes recommendations for hiring and performance appraisals	Day-to-day supervisory direction to employees within the department.	Provide supervisory direction to other supervisors.
<b>COMPLEXITY</b>	Activities specifically focus on an entire field and generally on related areas	Activities specifically focus on an entire field and generally on related areas	Frequently adapt, combine or make improvements in an existing service, product, process or program; work requires reasoning skills and judgment	Frequently adapt, combine or make improvements in an existing service, product, process or program; work requires reasoning skills and judgment
<b>LEVEL OF DECISION MAKING</b>	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students
<b>FREEDOM OF ACTION</b>	Under general supervision Resolve most problems Accomplish most tasks alone Keep supervisor informed of progress	Little guidance to accomplish work activities Rarely refers situations to the supervisor	General supervision Some interpretation of established policies and procedures required	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices
<b>SUPPORT SKILLS – WRITING</b>	Provides standard responses to inquiries	Provides standard responses to inquiries		
<b>SUPPORT SKILLS – COMPUTER</b>	Uses a variety of business or technical programs to complete information management or production tasks	Use business or technical programs in an environment that requires some programming skills		
<b>WORKING CONDITIONS - PHYSICAL</b>	Lift less than 10 lbs.	Lift less than 10 lbs.		

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WORKING CONDITIONS - VISUAL	Normal concentration and visual attention	Normal concentration and visual attention	Normal concentration and visual attention	Normal concentration and visual attention
WORKING CONDITIONS - HAZARD	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required