



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

Guest/Client Services Agent II INDIVIDUAL CONTRIBUTOR	Guest/Client Services Supervisor INDIVIDUAL CONTRIBUTOR
Responsible for guest/client reservations and maintaining accurate and up to date records about reservations	
Coordinates 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
Assists with training employees	
Coordinates daily work	Responsible for supervision of staff.
Coordinates with sales dept for group room booking; coordinates room increases and releases with large groups; takes reservations for individual group members and enters room listings	
Insures 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.
	Participates in departmental planning and decision making.
	Establishes departmental objectives, policies, standards and procedures.
	Assists with the development of budgets.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11333 GUEST/CLIENT SERVICES AGENT II, BAND C	10168 GUEST/CLIENT SERVICES SUPERVISOR, BAND D
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	High school diploma or equivalent; more than 2 years and less than 4 years experience	Trade/Vocational/Technical School or equivalent; more than 2 but less than 4 years or equivalent
IMPACT	Extends beyond department	Error extend beyond the position's college or unit
CONTACTS - INSIDE	Coordinate activities Contribute to group projects	Provide guidance or instruction
CONTACTS - OUTSIDE	Straightforward business Provide factual information Handle confidential information	Conduct somewhat complex business activities Obtain involved information Provide detailed response
CONTACTS - STUDENTS	Deals with confidential information such as grades, financial records, etc.	Provide information or instruction on policies/procedures

FACTOR PROFILE	11333 GUEST/CLIENT SERVICES AGENT II, BAND C	10168 GUEST/CLIENT SERVICES SUPERVISOR, BAND D
SUPERVISION	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
COMPLEXITY	Activities specifically focus on an entire field and generally on related areas	Activities specifically focus on an entire field and generally on related areas
LEVEL OF DECISION MAKING	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
FREEDOM OF ACTION	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
SUPPORT SKILLS – WRITING	Provides standard responses to inquiries	Provides standard responses to inquiries
SUPPORT SKILLS – COMPUTER	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
WORKING CONDITIONS - PHYSICAL	Lift less than 10 lbs.	Lift less than 10 lbs.

FACTOR PROFILE	11333 GUEST/CLIENT SERVICES AGENT II, BAND C	10168 GUEST/CLIENT SERVICES SUPERVISOR, BAND D
WORKING CONDITIONS - VISUAL	Normal concentration and visual attention	Normal concentration and visual attention
WORKING CONDITIONS - HAZARD	Limited exposure	Limited exposure