

Villanova University  
Office of Conference Services  
610-519-7895

**Summer 2020  
Service Desk Assistant Job Description**

During the summer months, the Office of Conference Services (OCS) employs Service Desk Assistants (SDA) to work with operations and reservations functions for conference, camp and guest groups using Villanova's meeting, dining, housing, catering, and recreation facilities. A Service Desk Assistant's main duties will revolve around working at and managing the Service Desk operations in Galberry Hall. Service Desk Assistants will also work with the Shift Leaders (SLs) and Conference Assistants (CAs) in the preparation and maintenance of housing and meeting accommodations for the guest groups and registration services.

Galberry Hall will be used as the location for the summer Conference Service Desk operation, which will operate from 7 am - 9 pm, seven days a week. From this location to every corner of the campus, Service Desk Assistants will work with a wide range of guest groups and other campus services associates whose combined efforts will reflect our hospitality, Villanova-style.

Service Desk Assistants are expected to work 28-35 hours per week of scheduled hours. The Service Desk will function with two daily shifts (7am-2pm and 2pm-9pm), seven days a week. Service Desk Assistants must participate in two days of scheduled training. They will also be required to attend the ALL-Staff Training. Training will be scheduled for mid-May. Dates to be determined. **SDAs must be available to work from May 13 to August 5, 2020.** Conference Services activity will mirror a round-the-clock hotel/conference center mode of operation. Any staff member may be called to work outside of their already scheduled hours, in response to guest emergencies or during peak occupancy periods of need.

We are looking for candidates\* with resourcefulness and common sense who have hospitality industry/customer service skills and experience, are knowledgeable of general office duties and data entry, are comfortable working with different types of software, are detail oriented, can perform manual labor, and have a demonstrated ability to interact and work well with others, including co-workers, guests and other VU departments. Staff should have a solid work ethic, organizational skills, multi-tasking abilities and a strong commitment to customer service.

\*Particularly seeking applicants with staff scheduling experience.

**It is mandatory that the staff hired for the Service Desk speak clear, understandable English and is comfortable with making phone calls and talking with clients/guests on the phone.**

***All employees of the Office of Conference Services must:***

- have a valid driver's license (USA only)
- be able to drive a box truck (no special license required), training provided
- be able to lift/push/pull 35-50 pounds.

Compensation will include wages of \$12.00 an hour. In addition, summer dorm room housing and a meal plan will be provided in return for participation in a shared, On-Duty rotation of staff who are assigned from 9:00 pm to 7:00 am every night. For staff not interested in the housing benefit, Service Desk Assistants may request to live off campus. Staff choosing to live off campus must participate in the nightly On-Duty rotation and must live on campus during their scheduled nights of Duty. Each staff member will have an average of 8-10 varied nights of Duty throughout their summer employment.

***\*NOTE: Meal plans will have a delayed start due to the break between spring and summer semesters. Other arrangements will be made for the majority of meals until meal plans begin for summer.***

Once an application is received, a decision will be made whether to offer an interview. After evaluation of the interview and contacting references, job offers will be made to qualified candidates.

*All offers of employment are based upon successful completion of background screening checks.*

**To apply**, go to [www.conferenceservices.villanova.edu](http://www.conferenceservices.villanova.edu) and click on Employment Opportunities.

Application period: February 10 to March 27, 2020.

If you have any questions regarding our operation or the selection process, please email [suzanne.earnest@villanova.edu](mailto:suzanne.earnest@villanova.edu) or call 610-519-7895.