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 18 to August 10, 2022.

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 lift/push/pull 35-50 pounds.
- be able to drive a box truck (no special license required), training provided

Compensation will include wages of $13.50 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 lunch during training days 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.


If you have any questions regarding our operation or the selection process, please call 610-519-7895.
1. Service Desk Assistants will function within four areas of service activity: Service Desk, operations, reservations, and scheduling staff/time clock.
2. Staff the Conference Service Desk on a scheduled basis, answer the telephone and assist guests according to need (collect and hand out linen, towels, soap, and the like, provide campus and local information, assist with lock-outs, process maintenance requests, prepare and process walk-through and assessment sheets, lost & found, intern mail, and perform all clerical tasks).
3. Prepare registration materials (including room assignments, wildcards, keys, etc.) in advance of group arrivals and staff scheduled registration activity as well as after-hours registration as assigned.
4. Keep the work place, storage space, and equipment clean and orderly. Create a favorable impression about the services and facilities available to guests.
5. Track and sort returned Residence Hall keys as assigned; ensure that all keys are accounted for at all times.
6. Serve as a resource to and liaison between clients, Conference Services Staff, and VU service providers (Facilities, Connelly Center, etc.).
7. Assist the Assistant Director of Conference Operations and the Assistant Director of Reservations in the day-to-day operation of the Office of Conference Services.
8. Communicate regularly with guests. Solicit information from guests about problems. Follow up with resolutions to the problems and/or refer guests to the appropriate department if further follow up is necessary. Prepare incident reports on a timely basis.
9. Assist the Assistant Director of Conference Operations with staff scheduling and time clock functionality.
10. Attend training activities and staff meetings as scheduled. Attendance at a weekly staff meeting is mandatory.
11. Be available to work scheduled shifts and a rotating, nightly on-duty schedule. When on-duty, staff will do nightly rounds of all buildings occupied by Conference Services groups, respond to guest requests, do off-hour guest registrations, lock-outs, answer emergency calls, work with Public Safety and Facilities to assist guests as needed (broken locks, plumbing problems, etc.).
12. There will be some flexibility in scheduling work shifts, but staff needs to be prepared to assist with any work effort when on-duty, or assist as necessary at any other time to provide needed customer service.
13. Must speak clear, understandable English.
15. Manage the check-in and check-out processes for groups according to prescribed procedures from the Conference Service Desk location as well as from remote locations in the Central and West Campus areas.
16. Together with the Shift Leaders, maintain inventories of Galberry Hall storage throughout the summer and submit reorder requests as needed.
17. Launder and iron the OCS tablecloths.
18. Manage staff cell phone storage, use, and inventory.
19. Manage mail services for the Intern Housing clients. Process incoming mail/packages and pick up by the interns.
20. Behave consistently as a staff team member committed to making Villanova’s guests’ visit an enjoyable experience.
22. Farley Fitness Center Staffing during Conference Services hours, Monday to Friday only. Hours to be assigned.
23. To work as a team during the periods of preparation for the conference season and the breakdown at the end of the season to include: unloading/loading trucks, set up/breakdown of buildings, distribution/collection of OCS amenities, and any other tasks assigned.
24. Do the work of a Conference Assistant (CA) as scheduled/needed. See Conference Assistant job description for detailed responsibilities.
25. Participate in pre-/post-season apartment and dorm room assessments and complete all necessary paperwork.
26. Staff will be driving a van and/or a golf cart and must have a valid driver’s license. Must be able to drive a box truck (no special license required), training will be provided.
27. Perform relevant duties as assigned by the Administrative Staff of the Office of Conference Services and other designated University officials.
CONDITIONS OF EMPLOYMENT

Housing - Only OCS employees are permitted to live in OCS housing. No pets allowed for any reason!

Scheduling – Work hours will be determined by OCS needs and your schedule and availability. Staff generally will receive two days off each week. These days may vary and will not always be on weekends. Unpaid vacation days may be requested, but will be limited to five days for the duration of employment. Time off will be at the discretion of the Assistant Director of Operations.

If a sickness or an emergency arises, staff members are responsible for calling the Assistant Director of Operations to report such. It will be important to inform the Office and the rest of the staff when you are/are not able to work.

Not reporting to work on time or at all without prior notice may be grounds for dismissal.

Compensation – Overtime (at time and a half) is paid to anyone who works scheduled hours in excess of 40 hours per week and must be pre-approved.

Work Attire – All staff will receive polo and/or t-shirts, which are to be worn with khaki colored shorts or slacks. Closed, tied shoes must be worn, preferably sneakers. Neither open toe/heel shoes, Sperry type shoes, nor slip-on shoes are allowed.

Training – Participation in all training sessions and attendance at staff meetings is required as a condition of employment. To also include any training deemed necessary for employment by the University. Staff will be compensated for training hours and staff meetings (if scheduled outside of their normal working shifts).

Employee Relations – If any employee should cause any discomfort to a fellow employee such as sexual harassment, discrimination, unfair treatment, verbal abuse, etc. it should be reported to the Office of Conference Services.

Theft – As an employee of the Office of Conference Services, you will have access to many areas of the University. It is expected that no item will be taken from the workplace or any storage area without proper authorization and that employees will only access facilities for which they have been authorized and not provide access for any others. Keys are never to be used for any reason other than for Conference Services purposes. Any infraction of this policy constitutes grounds for immediate termination and possible additional disciplinary action.

Background checks are mandatory for all hired employees of Villanova University. Staff must do all background checks necessary for employment. Results must be provided to Human Resources and Conference Services immediately as received.

Vehicle Use - All employees of Conference Services are required to have a valid USA driver’s license. All drivers’ licenses will be checked to determine eligibility for employment. No one will be permitted to drive a University vehicle, including golf carts, until the licenses have been cleared through the system.

Contract – Staff will be required to sign a contract agreeing to all of the above as well as compliance with all other pertinent University personnel and student conduct regulations. All policies stated by the University and referenced in the Student Handbook will be abided by. Violation of such can be grounds for termination and disciplinary action may be taken.

VU Human Resources – All employees will be hired through Human Resources and must complete the appropriate paperwork/provide documentation required by the University at the time of employment.

Violations of the Conditions of Employment, Terms and Conditions of Occupancy or the Policies in the Villanova Student Handbook will be grounds for removal from housing and termination of employment.