



USC University of
Southern California

Concierge, Auxiliary Services Job Description

JOB INFORMATION

<i>Job Code:</i>	143013
<i>Job Title:</i>	Concierge, Auxiliary Services
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Customer Service
<i>Job Family Group:</i>	Administrative Support
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Acts as an ambassador for the facility, the university, and the city. Greets guests and serves their needs. Provides information and special services to enhance guests' visits. Assists guests throughout their stay. Makes recommendations for services based on guest needs.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Associate's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Customer service experience
X		Demonstrated excellent interpersonal, problem solving, organizational, written and verbal communication skills.
	X	In-depth knowledge of facility.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Acts as an ambassador for the facility, the university, and the city by serving the needs of guests. Provides accurate information and appropriate special services to enhance guests' visits, such as hours of facility operation, business services, directions to local attractions or meeting rooms, reservations, transportation availability, etc. according to individual needs. Communicates with guests to assess needs and provides options and information.				
Anticipates potential problems and seeks resolution to problems as they arise in an effective and efficient manner.				
Provides a wide range of pamphlets and brochures available for guests. Makes recommendations about activities that suit the guest. Provides maps to provide guests with maps and travel information as well as locations of other facilities.				
Assists with obtaining tickets, setting appointments, and making reservations for guests as needed.				
Develops and maintains a network of contacts both internal and external, to facilitate services for guests.				
Maintains currency with amenities, services, events, transportation, etc. for facility and the surrounding area.				
Responds to guest complaints, conducts research to develop the most effective solutions and negotiates results. Listens and assists in resolving problems. Follows through to ensure guests' complaints are resolved adequately. Maintains confidentiality of any guest information.				
Composes correspondence, memorandums and other materials, as needed. Provides administrative support, as assigned.				
Ensures public areas of facility remain clean, well stocked and a welcoming environment.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are

not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.