

bakercenter

Guest Services Application Packet



As a center of activity that contributes significantly to the quality of campus life, the John Calhoun Baker University Center takes pride in being an attractive, functional, socially vibrant, welcoming gathering place for all Ohio University students, faculty, staff and guests of Ohio University.

To this end, John Calhoun Baker University Center staff provides superior building operations, useful and up-to-date University information services, and active program support for the wide range of social, intellectual, and cultural events that occur in the Center.

**Application Deadline
March 21, 2008**



Guest Services

Representative Application Packet

Dear Applicant,

The application for the position of Guest Services Representative consists of two parts: a written application and interviews. To complete the written application, you are required to submit a resume, cover letter, and answers to the attached questions. The written application is due to Caitlin Murray, Baker University Center 347, no later than Friday, March 21, 2008.

The screening committee will identify applicants who will participate in the interviews with Baker University Center staff. Interviews will begin the week of Monday, March 31, 2008. Applicants must be full-time students, have a minimum G.P.A. of 2.5, and be able to work through the 2008-2009 academic year. A training program will begin Spring Quarter 2008 once the position is offered.

If you have any questions about this selection process, please do not hesitate to contact me in Baker University Center 347, at 593-4020, or at murrayc@ohio.edu. Thank you for your interest in the position of Baker University Center Guest Services Representative.

Sincerely,

Caitlin B. Murray

Caitlin B. Murray
Assistant Director
Baker University Center

guest services application

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Baker University Center is an equal opportunity employer.

Instructions:

- ◆ Carefully read the Guest Services Representative job description.
- ◆ Please submit a **cover letter** and **resume** with your application.
- ◆ Provide all information requested by **typing or printing** in ink.
- ◆ Be sure to date and sign the application. An incomplete application may delay action or disqualify you.
- ◆ Please return all required materials as indicated on the job description.

Last Name	First Name	Middle Initial
Street Address (Local)	City	State Zip Code
Home Phone	Cell Phone	
E-mail	Year in School: FR SO JR SR GR Other (please specify): _____	
Are you currently a Baker University Center employee?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you previously worked for Baker University Center?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Names of relatives employed by Baker University Center	Department/Division	Relationship

On a separate sheet of paper please answer the following questions and submit with your Guest Services Representative application.

1. How would you describe the purpose of Baker University Center?
2. What is your perception of the position of Guest Services Representative?
3. What skills would you bring to the position of Guest Services Representative?
4. Describe how you would fit into the Baker University Center "team"?
5. How do you define professionalism in the workplace?
6. What are you hoping to gain out of this experience (i.e. Working in Guest Services)?

NOTE: All Guest Services Representatives are required to work weekends on a rotating basis, as well as attend quarterly meetings, in addition to attending other training sessions deemed appropriate.

May we check your GPA for verification of academic status? Yes No

By signing this application, I certify that I have and will maintain the minimum GPA requirement of 2.5. I understand that by signing this application, I am waiving my rights of nondisclosure of my academic grades under federal law to Baker University Center Administration. This release does not permit the disclosure of these records to any other persons or entities without my written consent. I also understand that false statements shall be sufficient cause for elimination from further consideration for employment in Baker University Center.

Signature: _____ Date: _____

For Office Use Only

<input type="checkbox"/> Accepted	<input type="checkbox"/> Accepted subject to:	<input type="checkbox"/> Disqualified	<input type="checkbox"/> Experience	<input type="checkbox"/> Other (specify)	Analyst	Date
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Description: The Guest Services Representative provides a welcoming, friendly atmosphere within Baker University Center by proactively greeting and assisting guests and visitors of Baker Center and acting as a direct public representative of Ohio University. Guest Services Representatives should be extremely outgoing, friendly and highly responsible with great public relations skills. Representatives must possess online research and applications proficiency, word processing skills and knowledge of telephone operations and etiquette.

More specifically, the Guest Services Representative will:

- Proactively provide greetings and offers of assistance to guests and visitors of Baker University Center
 - Act as the primary resource for information on events occurring within Baker University Center.
 - Disseminate information concerning Baker University Center, Ohio University, and the Athens community.
 - Inform the Guest Services staff of any changes or unusual circumstances that the student attendant may encounter.
 - Utilize online and print resources to research answers to inquiries from walk-up, telephone and online sources.
 - Operate a multi-line telephone.
 - Distribute keys for student organizations located in Baker University Center.
 - Collect and manage building lost and found items and inventory tracking and reporting.
 - Manage the College Green Tables and Chairs pickup and drop-off process.
 - Approve postings to be hung on Baker Center bulletin boards according to relevant policy.
 - Distribute equipment for pool, ping-pong, and foosball as well as collect payment from non-student users.
 - Operate a cash register, balance a start fund, and account for all money collected.
 - Distribute tickets to Baker University Center events.
 - Distribute campus directories to off-campus students only.
 - Assist the Office of Admissions by checking in Admissions-related visitors and directing them to the appropriate location in Baker Center or on Campus.
 - Monitor lobby area and report any unusual, destructive, or emergency occurrences.
 - Have a pleasant personality and possess good oral and written skills.
 - Serve as a contact for the Building Manager, OUPD, or other personnel in crisis situations.
 - Other duties as assigned or required by Building Managers and Baker University Center Administration.
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