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JOB DESCRIPTION – Guest Services Assistant
UNIVERSITY GATEWAY CORPORATION
MCNAMARA ALUMNI CENTER
Posting Date: April 12, 2022

BACKGROUND

The Guest Services Assistant position serves as the main point of contact at the second floor information desk of the McNamara Alumni Center located on the University of Minnesota Minneapolis campus. This position is part of a 18-member team that manages this award-winning office building and busy event center. All are employees of University Gateway Corporation (UGC), a unique partnership of the University of Minnesota Foundation and University of Minnesota Alumni Association.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Information Desk Responsibilities

- Create an atmosphere that welcomes people and proactively anticipates the needs of visitors, tenants, vendors and Discovery Nexus users. Handle requests with courtesy and urgency. Actively listen and resolve issues; asking for building or event management support when necessary.
- Support second floor tenants by assisting visitors with directions, accept packages, and route deliveries.
- Be knowledgeable of the building tenant spaces and the Discovery Nexus event space.
- Monitor the cleanliness/tidiness of second floor restrooms and common areas for needed attention. Call janitorial staff for assistance.
- Monitor for security issues calling police, fire department or ambulances when necessary.
- Monitor the building management email account. Respond to tenant communications and needs.
- Provide phone back-up for building management.
- Assist building management with projects as needed.

Discovery Nexus Responsibilities

- Serve as the primary point of contact for Discovery Nexus event space users (Discovery Nexus Partners and occasional tenant groups). Respond to questions by utilizing multiple resources and teammates for help.
- Manage reservation requests, enter bookings in Event Management Software (EMS), provide confirmations, prepare signage and generate schedules for building staff to review.
- Monitor the cleanliness/tidiness of all Discovery Nexus spaces (Laukka Room, Discovery Hall, Huddle Room) for needed attention. Turn on AV equipment and lights each morning. Reset room setups when necessary or call janitorial staff for assistance.

- Proficient computer use of Event Management Software (EMS), email, microsoft and google platforms. Understanding of Digital Signage programs Four Winds Interactive and Content Manager.

Perform other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

OTHER SKILLS and ABILITIES

Required Skills:

- Resourcefulness, patience and superior customer service skills with a desire to exceed expectations
- Strong communication, organizational and decision-making skills
- Can multi-task and work well under pressure with frequent interruptions Comfort with various technology and computer programs to perform a variety of administrative tasks

SCHEDULE

This is a full-time, 40-hour a week hourly position. Hours worked primarily fall within normal business hours of 8:00 am to 4:30 pm.

EDUCATION and EXPERIENCE

Required: 2+ years of administrative/office support experience

Preferred: 2+ year degree and 2+years of administrative/office support experience

PAY

Commensurate with experience + parking + generous UGC benefits package.

TO APPLY

A resume and 3 professional references are required.

Please email: Cindy Oliverius, Office Manager at cindy@umn.edu