UNIVERSITY OF SOUTHERN CALIFORNIA
Concierge, Auxiliary Services
Job Code: 143013

Grade: G
OT Eligible: Yes
Comp Approval: 2/1/2011

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 ACCOUNTABILITIES:

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

Perform other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

EMERGENCY RESPONSE/RECOVERY:
Essential:  No
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.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Associate's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 years

**Minimum Field of Expertise:**
- Customer service experience. Demonstrated excellent interpersonal, problem solving, organizational, written and verbal communication skills. Ability to multi-task and pay attention to details. In-depth knowledge of the surrounding area and special events and attractions.

**Preferred Education:**
- Bachelor's degree

**Preferred Experience:**
- 5 years

**Preferred Field of Expertise:**
- In-depth knowledge of facility.

**Skills: Administrative:**
- Communicate with others to gather information
- Compose letters
- Coordinate meetings
- Customer service
- Edit routine documents
- Gather data
- Input data
- Maintain filing systems
- Prioritize different projects
- Research information
- Schedule appointments
- Understand and apply policies and procedures
- Use database and/or word processing software

**Skills: Other:**
- Active listening
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
Planning
Problem identification and resolution
Project management
Scheduling

**Skills: Machine/Equipment:**

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises: Level:**

May oversee student, temporary and/or resource workers.

**Comments:**

No set schedule. Will be required to work weekends, evenings, overtime and/or holidays based on business necessity.

**SIGNATURES:**

Employee: ____________________________ Date: ____________________________

Supervisor: __________________________ Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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