UNIVERSITY OF SOUTHERN CALIFORNIA
Bellperson (Union Only)
Job Code: 143018

Grade: 01
OT Eligible: Yes
Comp Approval: 11/9/2009

JOB SUMMARY:
Assists incoming and outgoing hotel guests. Carries luggage to and from hotel rooms. Provides customer service to faculty, staff, students and other customers.

JOB ACCOUNTABILITIES:

*E/M/NA  % TIME

______ Provides customer services to faculty, staff, students and guests. Meets and greets guests. Provides necessary information to guests.
______ Assists incoming and outgoing guests with luggage and explaining room features.
______ Provides location of amenities to hotel guests, such as ice makers, vending machines, etc. Provides safety procedure details, as requested.
______ Promotes hotel facilities and services to guests.
______ Responds to guests' needs, such as message delivery, forgotten items, and any other requests by guest or guest services staff.
______ Communicates with staff and guests in a friendly and helpful manner.
______ Maintains cleanliness of facilities, equipment, and servicewear.
______ Assists in the breakdown and/or set up of dining event, buffet, product displays, or serving stations if needed.
______ Adheres to department service standards and all health, safety, and university rules and regulations.
______ Complies with all university policies and procedures and with all applicable local, state, and federal laws and regulations.
______ Attends and participates in meetings as required.
______ Reports to station, ready to work at the time work assignment is scheduled to begin.

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

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

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:**
Less than high school

**Minimum Experience:**
0 - 6 months

**Minimum Field of Expertise:**
Demonstrated customer service experience. Experience working in a fast paced working environment. Knowledge of local entertainments/sporting/tourism facilities and events. Ability to effectively communicate in English. Ability to lift up to 100 lbs.

**Preferred Education:**
High school or equivalent

**Preferred Experience:**
1 year

**Preferred Field of Expertise:**
One year in high volume hotel.

**Skills:**
- Communication -- written and oral skills

**Skills: Trade/Auxiliary:**
- Customer service
- Handle and move objects
- Serve customers
- Understand and apply policies and procedures

**Supervises: Level:**
May oversee student and/or temporary workers.

**Comments:**
Must have flexible schedule; able to work any shift as assigned. Understands that regular attendance and punctuality is expected of all employees. May be asked to work overtime. Must be able to thrive in a fact-paced working environment.

**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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