### JOB DESCRIPTION

#### JOB TITLE: Residences at Utah Olympic Park – Lodging Coordinator

<table>
<thead>
<tr>
<th>Job Location:</th>
<th>Utah Olympic Park</th>
<th>Position Code: 177</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Lodging Operations Mgr</td>
<td>Pay Grade: 3</td>
</tr>
<tr>
<td>Function Area:</td>
<td>UOP Programs</td>
<td>Type: Part Time</td>
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#### Job Title: Lodging Coordinator

**Purpose:**
The Lodging Coordinator is responsible for delivering administrative duties and quality customer service for guests and residents of the Residences at Utah Olympic Park. The Residences at Utah Olympic Park is a 72 unit – 146 bed facility with both long term apartment residences as well as nightly lodging. The Residences are owned and operated by the Utah Olympic Legacy Foundation who has created these affordable housing units as subsidized housing specifically for athletes & coaches who are actively training in winter sport and for employees of the Utah Olympic Park and Legacy Foundation.

#### Major Tasks, Responsibilities and Accountability

- Responsible for the daily operations of the Housing Guest Services Desk area including open and close procedures, checking nightly guests in and out
- Present professional and knowledgeable interactions with staff and guests under pressure, be detail oriented and have a positive attitude and professional appearance
- Settle guest balances upon departure
- Handle cash and credit card transactions
- Produce and check reports for accuracy
- Perform operations of Reservation System & Key Card system including trouble-shooting
- Inspect and monitor daily housekeeping operations to ensure timelines and cleanliness standards are being achieved
- Verify opening and closing till amounts
- Complete daily deposits when assigned
- Ensure incoming telephone calls are being answered and handled appropriately
- Ensure Housing emails are returned within 48 hours
- Assist with any additional administrative and project duties as assigned by Manager
- Keep work area clean, clear and organized
- Ensure Safe operation of Park vehicles

#### Additional Responsibilities

- Read and understand all documents regarding policy and procedure updates, event changes, and daily activity updates/changes
- Resolve customer relation issues when additional attention is needed in appropriate and timely manner.
- Maintain guest privacy and confidential information
- Implement Residences policies and procedures, assist with new employee training
- Create training manuals
- Perform voids, price changes and refunds when necessary
- Act as Manager on Duty when scheduled to do so

#### Required Knowledge and Essential Skills

- Experience working with the public
- Friendly manner and excellent communications skills, ability to speak in front of groups
- Superior organizational, coordination, multi-tasking abilities with strong attention to detail
- Must enjoy working in a team environment
- General knowledge of the Utah Olympic Park, its purpose, and use for the future of Utah a plus
- Strong computer skills including proficiency with PC applications and Microsoft office programs
- Hotel guest service experience, sales or role specific knowledge necessary
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**Job Title: Lodging Coordinator**

**Minimum Qualifications**
- Minimum 18 years of age
- One to two years customer service experience
- Education in hospitality related field a plus
- Flexible work schedule – must be available to work days, evenings, weekends and holidays

**Environmental Job Requirements**
- Ability to work outdoors in all temperature/weather extremes

**Physical Requirements**
- Ability to lift 20 pounds
- Must be able to stand on feet for extended time
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting

**Required In-House Training**
- UAF Orientation
- Sexual Harassment
- Drug & Alcohol
- SafeSport Training
- Hazardous Communications Program
- Reservations System Training
- Customer service
- Radio protocol
- Company Cell phone policy

*** On site affordable housing is available

*This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.*