

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Supervisor, Guest Services

Class Code: 8211

Pay Grade: 108

GENERAL CLASS DESCRIPTION:

Under general supervision, coordinates, supervises, inspects results, and is responsible for the work activities of regular, temporary and student valets, patient escorts and greeters in accordance with established guidelines.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Interviews and effectively recommends hiring, evaluates employee performance, and effectively recommends disciplinary actions, promotions, merit increases, and termination.
2. Develops work schedules and directs the daily work routine of valet, patient escort, shuttle drivers, greeters and temporary/hourly employees.
3. Trains and orients new employees; conducts formal training sessions to improve employee knowledge and skills.
4. Schedules and approves vacation of employees; conducts formal training sessions to improve employee knowledge and skills.
5. Assists in planning procedures and work methods and revises or recommends revisions to improve efficiency of operations and services.
6. Completes required records and reports concerning incidents, cash handling, staff, customers, vehicles and equipment.
7. Reconciles cash drawer, completes deposit sheets and deposits money.
8. Acts upon inquiries and complaints from patients and staff related to guest services.
9. Ensures the Guest Services vehicles are washed, vacuumed and fueled daily.
10. Inspects parking ramps and lots to help ensure proper parking conditions.
11. Processes claim tickets, payments and parking passes.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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12. Performs greeter duties as required.
13. Acts upon requests and complaints from departments related to Guest Services.
14. Coordinates and oversees guest service functions that meet various specialized departmental needs using specialized knowledge of requirements for environmental conditions.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to supervise, train and motivate employees.
2. Ability to understand and maintain routine records and complete reports, such as employee attendance and performance evaluations.
3. Ability to use two-way radio and other communication device use.
4. Ability to perform accurately and efficiently during periods of pressure and stress.
5. Ability to recognize problems and exercise judgment required to accurately triage inquiries and follow-up on progress.
6. Ability to perform basic computer skills and the ability to learn and maintain working knowledge of patient information systems.
7. Ability to identify patients and visitors who are in need of guest services.
8. Ability to establish and maintain friendly and cooperative relations with employees, patients, and visitors.
9. Ability to function with understanding, empathy and professionalism when interacting with patients, family members and visitors.
10. Ability to understand basic floor plan of the University Hospitals and Clinics and the location of various units.
11. Ability to perform a full range of body motion including: lifting and/or bearing the weight of 100 pounds or more while pulling, lifting, pushing and transferring patients to and from various apparatuses; regularly pushing moderate to heavy weight of 100 pounds or more and occasionally in excess of 250 pounds; standing and walking for extended periods of time.
12. Ability to perform duties outdoors while possibly subjected to inclement weather.

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13. Knowledge of emergency evacuation procedures.
14. Strong customer service skills and willingness to serve the public.
15. Excellent verbal communication skills are required to effectively interact with patients, families, physicians, nursing staff, and other UIHC team members.

MINIMUM ELIGIBILITY REQUIREMENTS:

1. Two years of experience working in a health care environment as a patient escort, valet or greeter; or
2. Two years of supervisory experience.

REVISION EFFECTIVE: March 15, 2013