



500 Riverside Drive
New York, NY, 10027
212-316-8400
ihouse-nyc.org

Position Title: Front Desk/ Bursar Services Associate
Office: Finance
Reports To: Assistant Director, Bursar Services
Classification: Non-Exempt

Position Purpose:

Under the guidance of the Assistant Director of Bursar Services, attend to the operations of the Riverside Front Desk while providing services to Residents and Guests of International House.

Essential Functions:

- Ensure thorough and accurate entry and posting of charges and credits related to guest and resident accounts (arrival, occupancy, and departure) and administrative accounts.
- Check in Permanent Residents, post charges and explain charges and provide statement of account.
- Ensure that all Guest payments are taken 7 days in advance as per the movement report.
- Provide exceptional customer service to Residents and Guests by handling all their complaints and queries or by directing them to the right department.
- Knowledge of the operations of the House and the location of different amenities in the House.
- Balance the daily banking slip; ensure security of Front Desk safes and cash drawers as well as maintenance of all room keys.
- Administer the following dining credit accounts: Extra Dining Money.
- Provide welcoming hospitality and customer service to all incoming residents and guests, check-in and check-out procedures, knowledge of all scheduled public events, signing in of guests.
- Prepare and analyze accounts following residents' departures.
- Prepare refunds of security deposits.
- Maintain Arrival and Departure sheets for the Claremont Desk, including making I.D. and room keys for late arrivals.
- Process room extensions (extending reservation dates, posting additional room and dining charges, and obtaining payment).
- Process resident cancellations (adjusting reservation dates, room and dining charges, and obtaining additional payment or issuing refunds).
- Adjust resident accounts for deferments (obtaining written proof of monthly income, processing necessary adjustments to resident accounts, e-mailing of resident accounts and collecting payments each month).

- Post charges and payments for garage space rentals and issuing devices for access to the garage.
- Take monthly inventory of I-House “logo items” for sale at the Riverside Desk using Excel spreadsheets.
- Bachelor of Arts/Science is required a familiarity with basic accounting is preferred.
- Must have a working knowledge of Excel and Word.
- Experience working at a hospitality desk or bursar office is a plus.
- The candidate must be able to work on a flexible schedule, as work hours will vary, and be able to work on Saturday.

Supportive Functions:

In addition to the performance of the essential functions, this position may be required to perform a combination of supportive functions, with the percentage of time performing each function to be determined by the supervisor based on the particular requirements of the House.

Requirements

- Regular attendance in conformance with the policies established by International House is essential to the successful performance of this position.
- Due to the cyclical nature of activities during the academic year, employees may be required to work varying schedules to reflect the needs of the office and/or the House.
- All employees must maintain a neat, clean, and well-groomed appearance.
- Upon employment, all employees are required to fully comply with the policies and procedures established by International House to ensure the safe and efficient operation of the facility.
- Bursar Services Associates must possess the ability to read and follow written and oral instructions in English.
- Bursar Services Associates must be able to learn and use work-related technology applications.