



CONFERENCE ASSISTANT

2017 Job Description

POSITION SUMMARY:

This position is responsible for all front desk functions, providing excellent customer service to our guests, performing check in and out functions, and supporting the Conference & Guest Services Program. Position reports to a Coordinator for Desk and Summer Operations or a Student Conference Manager. May be required to drive University vehicles and/or golf carts.

DUTIES AND RESPONSIBILITIES:

Administrative Operations

- Perform clerical duties as assigned, including correspondence, registration cards, room assignments, damage reports, etc.
- Assist with inventory control.
- Communicate all pertinent matters to manager(s) as necessary, including guest concerns, special guest/group requests, facilities issues, emergency situations, etc.
- Data entry of guest information (check-ins, check-outs, etc.).
- Generate guest rosters and reports as required.
- Respond to emergency situations as required, per established procedures.
- Abide by and enforce University and department rules and regulations.
- Attend all training sessions and staff meetings.
- Perform related duties as assigned or required.

Desk Operations

- Act as a resource for residents and guests.
- Check guests in and out of conference facilities per established procedures.
- Follow all key management and access control procedures and protocol established by Residence Life, including performing key audits, ordering keys, helping residents with lock-outs and lost keys, and maintaining the integrity of key access system.
- Perform security rounds during opening and mid-afternoon shifts.
- Report emergency situations and enact emergency procedures when necessary.
- Report damages and thefts, and work with the supervisor to address facility concerns.
- Report facility concerns through Schooldude or 'call out' according to set procedures as appropriate.
- Model concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.
- Accept, sort, distribute and forward of U.S. and Campus Mail and other packages and parcels delivered to the Summer Session desk per established guidelines and policies.
- Work with supervisor to resolve any negative interpersonal conflicts.
- Enforce the Policies and Procedures for Hall Living, found online.
- Enforce and uphold all desk policies and procedures as outlined in the Desk Manual, consistently without bias or malice.
- Inform desk staff of relevant information by noting it in the Communications Log as needed. Read and initial the Communications Log during every shift.
- Be on time for all desk shifts.
- Establish a rapport with guests to make them feel comfortable and welcome.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must be enrolled for previous Spring and following Fall for **6 or more units**.
- A copy of your summer class schedule **MUST** be provided upon request.
- Must be available to work at least 30 hours/week for the Conference Services program.
- Availability from Monday, May 15, 2017 – Friday, July 31, 2017. Some positions will have the opportunity to extend to Sunday, August 13, 2017.
- **Additional employment MUST be approved in advance by the Conference Operations Manager due to the need for flexible scheduling during various hours, seven days a week.**

PREFERRED KNOWLEDGE, SKILLS AND ABILITIES:

- Strong interpersonal communication skills.
- Strong commitment to customer service.
- Ability to use Microsoft Office software.

PREFERRED QUALIFICATIONS:

- Resident in one of our residence halls and/or prior Conference Services experience.
- Working knowledge of Residence Life operations.
- Valid U.S. Driver's License upon employment with a two year acceptable driving record.
- 2.5 or higher GPA

COMPENSATION:

- Compensation at \$8.25 per hour.
- Compensation increases to \$10.00per hour on July 3rd for the remainder of employment

SUPPLEMENTAL REQUIREMENTS:

- Residence Life is a security sensitive department and this position requires a finger-print criminal background check.
- Motor Vehicle Division check.