CONFERENCE ASSISTANT
2018 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 Conference Manager. May be required to drive University vehicles and/or golf carts.

DUTIES AND RESPONSIBILITIES:

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 Housing & Residential Life, including performing key audits, ordering keys, helping residents with lock-outs and lost keys, and maintaining the integrity of key access system.
- Report emergencies and enact emergency procedures when necessary.
- Report damages and thefts, and work with the supervisor to address facility concerns.
- Report facility concerns through ‘call out’ process 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.

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.
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 14, 2018 – Thursday, August 9, 2018. If hired into a Fall RA, DA or DM position within Housing and Residential Life, accommodations will be made for training periods.
- 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 Housing & Residential Life operations.
- Valid U.S. Driver’s License upon employment and ability to drive according to the University Fleet Safety Policy.
- 2.5 or higher GPA.

COMPENSATION:
- Compensation at $10.50/hour

SUPPLEMENTAL REQUIREMENTS:
- Housing & Residential Life is a security sensitive department and this position requires a finger-print criminal background check.
- Motor Vehicle Division check.