Position Title: Conference Assistant
Compensation: $12.15 / hr
Location: Conference & Guest Service, Occupied Dorms
Position Type: Student Employment

FOR RECRUITMENT USE

Housing & Residential Life (Housing), a self-funded auxiliary housed in the Student Affairs division of the University of Arizona, operates 23 student dorms and one Graduate housing apartment, that house 7,000 students annually on the University of Arizona Main Campus.

Our Mission: Helping Students Build a Foundation for Success

Our Core Values:
- **Excellence** - Excellence is performing at an extraordinary level and exceeding expectations
- **Respect** - Respect is treating others courteously and professionally in all situations; valuing and honoring diversity in others; being honest, direct, and courteous in all communications and loyal to all, including those not present
- **Integrity** - Integrity is doing the right thing, being honest with oneself and others, being authentic, and being transparent in intent
- **Caring** - Caring is being welcoming, kind, compassionate, and willing to help others; showing concern for a person’s needs; listening more and talking less

Be part of our exceptional student staff and receive hands-on experience, while working in a fun, diverse, inclusive and safe environment. We strive to coach, teach, and mentor all of our students to become successful in and outside the classroom. Studies prove that students with campus jobs tend to perform better in school and have a higher potential for finding employment after graduation.

In Housing & Residential Life, we know that students’ first priority is to learn. We understand the stress of midterms and final exams. We not only teach student employees leadership and time management, but we are also very flexible when it comes to working around your class and exam schedule.

**We prefer Work Study**- Federal Work Study is accepted in Housing & Residential Life. The Federal Work Study Program provides opportunity to full-time students seeking part-time positions. Students must complete the FAFSA and demonstrate financial need for the respective year to receive Federal Work Study. See if you qualify at: [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

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**
- 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.

COMPETENCIES:
- Customer Service Skills
- Organization
- Information Gathering and Reporting
- Communication

WORK ENVIRONMENT/PHYSICAL DEMANDS:
This is a desk position, so individuals hired into this role must be able to operate a computer and communicate with guests in person or over the phone.

POSITION TYPE/EXPECTED HOURS OF WORK:
Desks are open from 8am-8pm and students are allowed to work up to 35 hours/week. Desk hours are limited during the start and end of summer operations.
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 17, 2021 – Thursday, August 11, 2021. If hired into a Fall RA, DA or DM position within Housing & Residential Life, accommodations will be made for training periods.

ADDITIONAL MINIMUM QUALIFICATIONS:
• 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 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.

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