Position Title: Student Conference Manager
Compensation: $13.00/hr
Location: Likins A100 Office
Position Type: Student Employment

FOR RECRUITMENT USE

Housing and Residential Life (Housing), a self-funded auxiliary housed in the Student Affairs division of the University of Arizona, operates 24 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:
The Student Conference Manager position is responsible for the coordination of services and management of processes related to conference groups staying on campus. They serve as a liaison to client groups and campus service providers. Under the direction of a Coordinator for Conference and Guest Services, the Student Conference Manager is responsible for pre and post conference administration as well as being present for all check-ins/outs and available to assigned conference groups while they are on campus. This includes the management of all StarRez processes related to assigned groups.
DUTIES AND RESPONSIBILITIES:
- Work closely with all other Student Conference Managers of any groups sharing assigned buildings.
- Record and check occupancy in StarRez on a daily basis.
- Manage request for services process and all communication before guests arrive.
- Communicate regularly with custodial, maintenance, and conference housekeeping staff on occupancy of rooms.
- Oversee administrative processes with regard to check-in and check-out for guests.
- Create and manage systems for occupancy and key management.
- Manage and attend all check-in/check-outs.
- Communicate linen and equipment needs as appropriate.
- Learn the responsibilities of all service areas and perform duties in these areas when additional support is needed.
- Carry a departmental cell phone and respond to all inquiries during work hours.
- Attend staff meetings.
- Other duties as assigned.

COMPETENCIES:
- Customer Service
- Organization
- Communication
- Problem Solving Skills and Critical Thinking

WORK ENVIRONMENT/PHYSICAL DEMANDS:
This is a desk based position. Students hired into this role will be required to operate a computer, answer phone calls, and speak to guests in person. This position is not heavily reliant on physical ability, but furniture rearrangement may be needed on occasion. This position also requires the Conference Manager to travel to buildings housing their conferences.

POSITION TYPE/EXPECTED HOURS OF WORK:
This position is heavily office based. The Conference Manager can expect to have to travel to buildings that are housing groups they are managing. The student is allowed to work up to 35 hours/week, however, these should be used effectively and efficiently.

MINIMUM QUALIFICATIONS:
- Must be enrolled in at least 6 units at the University of Arizona for Spring 2019 and Fall 2019
- Minimum cumulative GPA of 2.0
- Additional employment is NOT permitted due to the need for flexible scheduling and availability at various hours, seven days a week.
- Strong interpersonal communication skills.
- Strong commitment to customer service.
- Strong organizational skills and demonstrated ability to multi-task.
- Availability to work consistently between May 13 and August 14, 2019.

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:

- Working knowledge of University and Residence Life operations.
- Working knowledge of Microsoft Office Suite.
- Prior conference services and/or hospitality industry experience.
- Valid U.S. Driver’s License upon employment with a two year acceptable driving record.

SUPPLEMENTAL REQUIREMENTS:

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