Conference Assistant-
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 Lead Conference Assistant and will work in multiple buildings based on the conference schedule.

Lead Conference Assistant-
In addition to all the responsibilities of a Conference Assistant. The Lead Conference Assistant will have elevated operational and administrative tasks. This position is open to two individuals and may be split by building or schedule. Both Lead Conference Assistants need to serve as a consistent presence to ensure the desks are running optimally. Scheduling and payroll responsibilities will be divided.

Equipment Lead Position-
This position reports to the Operations Manager. This position will be responsible for receiving requests for equipment from Conference Managers, scheduling a crew to move and set up equipment, and leading that crew in their responsibilities. The Equipment Lead is responsible for the use, placement, tracking, and condition of all Conference Services supplies and equipment. This position will be required to drive University vehicles and/or golf carts and be HOV certified. The position may involve lifting and/or carrying heavy objects and requires movement in and around the residence halls and going up and down stairs.

Guest Assistant-
Provide customer service, administrative and front desk support for the Conference & Guest Services program. This position is similar to that of a desk clerk in the hotel industry with modified responsibilities to meet the special needs of Conference and University Housing operations. The Guest Assistant staff covers a 24-hour desk with varying shift times. This position reports to the Lead Guest Assistant.

Lead Night Assistant -
In addition to completing all the responsibilities of a Night Assistant, the Lead Night Assistant will have elevated operational, administrative, and supervisorial responsibilities. This individual will work closely with their supervisor to ensure the Night Assistant program is running efficiently and effectively. This position will have an active role in training fellow Night Assistants both at the start of summer and throughout.

Student Conference Manager-
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.

Housekeeping Assistant Position-
This position is responsible for cleaning and otherwise preparing guest rooms and common areas for the Conference & Guest Services program. The position may involve lifting and/or carrying heavy objects,
requires movement in and around the residence halls and going up and down stairs. This position reports to the Housekeeping Leads and Equipment Lead.

**Housekeeping Lead Position**
This position reports to the Operations Manager. This position will lead a student housekeeping crew responsible for cleaning and otherwise preparing guest rooms and common areas for the Conference & Guest Services program. The Housekeeping Lead is responsible for the use, placement, tracking and condition of all Conference Services supplies and equipment. This position may be required to drive University vehicles and/or golf carts.

**Lead Guest Assistant**
In addition to all the functions of the Guest Assistant position, the Lead Guest Assistant will work closely with the Business Desk Coordinator to help train, supervise, and coordinate the Guest Assistant staff, manage conference groups and potentially individual guests staying in Coronado Dorm, and ensure the desk is running as efficiently as possible. The Lead Guest Assistant may be required to work regular shifts at the front desk but is also expected to support operations and coverage when necessary.

**Night Assistant**
This is a live-in position that will help maintain a safe and secure environment in residence halls. Night Assistants will be assigned a main residence hall where they will live. NAs will be on duty from 8PM – 8AM on a rotating basis. 2-3 NAs will be on duty each night and perform security rounds throughout the night in all halls with guests. NAs may occasionally have to temporarily move to another residence hall to be on duty. Position reports to the Lead Night Assistant. Position may require driving University vehicles and/or golf carts.