

## 2018 Conference Assistant Job Description

**Conference Assistant:** Conference Assistant Staff will participate in CA Teams, specifically designed to implement the housing operations of a summer conference, gaining experience in customer service, leadership and conference management. CA Teams will be assigned to individual conferences/residence halls, providing an individualized experience to each conference attendee.

### RESPONSIBILITIES

- Be responsible for the building(s) in your conference area. Manage the floors, building functions, and guest issues. Maintain standards encouraging a healthy and safe physical environment.
- Assist with registration, check-in and checkout processes for all assigned conference groups.
- Conduct pre-conference and post-conference building inspections to ensure facility cleanliness, note damages, etc.
- Complete administrative tasks including, but not limited to: key audit, bulletin boards, conference paperwork, and other tasks as assigned by Head Staff.
- Be responsible for accepting payments from conference guests, follow credit card procedure, and complete receipting paperwork correctly.
- Confront guest behavior or infractions that may disrupt other guests.
- Serve on desk hour rotation at front desk to establish a hall presence and respond to conference needs.
- Serve as the first level of intervention in crisis situations including facility issues, medical emergencies, etc.
- Attend and participate in all staff training activities, staff meetings and other meetings as required by Head Staff.

### EXPECTATIONS

#### Administrative

- Advise Head Staff of any guest concerns; ask for assistance and support if needed.
- Report any building damages to Head Staff immediately.
- Follow procedures at the desk: check-in, check-out, payments, and keys.
- Keep conference materials organized and turn all paperwork in on time.
- Maintain the maintenance log and police log at the front desk.
- Monitor CCTV monitors constantly during the day, and door alarms must be checked daily to ensure they are in proper working order.
- Accept and log any lost and found items at desk.
- Appropriately answer the phone, put callers on hold, and transfer calls.
- Be familiar with using School Dude to place and complete conference participant and building maintenance requests.
- Complete training on how to acknowledge and reset the fire panel. Always contact a building staff member to check any fire alarm.
- Log new keys in the system and mark work order as complete.
- Straighten up public areas.

- Attend all staff meetings (minimum of one per week).
- Maintain an open line of communication with Head Staff.

#### Team Relationships

- Be visible and accessible to residents on the floor/building.
- Be available to guests and fellow staff members in cases of emergency.
- Have good working relationships with all staff members and be a team player.
- Discuss any disagreements openly and reasonably. Confront any problems in a timely manner. Keep your supervisors updated on any staff issues.
- Be flexible with schedules. Allow two weeks' notice for time-off requests and get coverage for any scheduled front desk shifts.
- Develop a positive relationship with your Head Staff.
- Assist the housekeepers, maintenance personnel, and other University Housing staff in providing a clean, efficiently operated and well-maintained environment.

#### Leadership and Ethics

- Convey a positive attitude regarding the Conference Assistant position and its responsibilities.
- Act as a positive role model both for fellow staff members and conference guests by not participating in questionable or unethical behavior.
- Demonstrate dependability and accountability by being punctual.
- Be self-disciplined.
  - Respond to guest concerns quickly.
  - Refrain from gossip, complaining, and negative comments.
  - Be friendly and helpful.
  - Work cooperatively with other staff and share duties equally.
  - Carry out to the fullest any responsibilities you assume or are assigned.
- Be honest with guests and staff.
- Exercise authority wisely – avoid inappropriate personal agendas including but not limited to personal values, faith systems, political beliefs, etc.
- Demonstrate mature, responsible decision making.

#### On-Call Duty

- Be in the building and accessible by phone or walkie-talkie at all times during your specified shift.
- Contact the Head Staff on duty to ensure appropriate action if the situation involves police, paramedics/personal injury, parents, property damage, or media.

#### Public Relations

- Present a professional, positive and helpful image to all conference participants, prospective students and parents at all times.
- Serve as an information source to conference guests.
- Be knowledgeable, visible and accessible.
- Assist and cooperate with each individual group's conference leader/coordinator, and ask for help when you need it.
- Maintain a positive and responsive attitude.

- Take initiative in keeping conference guests informed and anticipate their needs.
- Provide excellent customer service to conference guests at all times.
- Perform other duties as assigned that pertain to staff, buildings, and conferences.

## **TERMS OF EMPLOYMENT**

- To qualify to be a Conference Assistant, you must be in good judicial standing and remain so for the duration of employment.
- To qualify to be a Conference Assistant, you must have a minimum cumulative grade point of 2.5.
- Conference Assistants are “at will employees” and may be released from their employment at any time.
- Hourly paid position with free on-campus housing provided.
- Summer Conference Season Dates:
  - Start Date: May 15
  - End Date: August 13
- Being a Conference Assistant is a full-time job and should be treated as such.
- A maximum of 3 credit hours per summer session will be allowed.
- If not taking classes, a maximum of 10 hours a week will be allow at a secondary job.
- Extracurricular activities or secondary employment should not conflict with the time needed to effectively perform as a Conference Assistant.
- This position requires you to live on-campus.
- All overnight absences from your building must be approved by your supervisor in advance.