

Conference Assistant (CA) Job Description

During the summer months, the Conference Assistant (CA) is the front line customer service representative of the Offices of Housing and Residence Life and Conference Services at Saint Martin's University. CAs are expected to be role models who embody the University's mission and core values as well as adhere to the Student Code of Conduct. CAs are assigned to an on-campus living area hosting summer conference guests and report to the Director of Housing and Residence Life and/or the facilities' Residence Directors. The CA assists with group check-ins and check-outs, works customer service shifts at the Spangler and Parsons offices, shares in an on-call duty rotation, and helps ensure that the facilities are in good order. Remuneration includes room and board and minimum wage for scheduled office hours (not including duty hours, on-call responsibilities, and other unanticipated tasks).

Position Description and Expectations

Office Hours & Administrative Duties	<ul style="list-style-type: none"> • Work 10-40 hours per week divided between office shifts, staff meetings & individual or group projects (May- June 10 hrs/weeks; July 30-40 hrs/week; August 20-25 hrs/week). • Respond to or appropriately refer all requests that come in by phone, e-mail, or in person to the office. • Maintain an organized and clean office. • Work independently and take initiative to complete tasks and projects as assigned. • Follow office procedures and protocol & complete all administrative tasks by the assigned deadlines. • Complete and maintain Room Condition Reports (RCR) and common area inventories. • Assist supervisors with key audits, paperwork, office organization & check-in/check-out procedures. • Assist with the compilation of administrative documents such as rosters, occupancy reports, room condition reports, key issuance forms, damage billing spreadsheets, conference schedules, etc.
Conference Check In & Out	<ul style="list-style-type: none"> • Assist in preparing facilities prior to the arrival of summer conference groups. (Check individual rooms for readiness; move & arrange room/common area furniture to accommodate group needs; set & collect linens; create & post directional/welcome signs; compile & distribute necessary information; etc.) • Assist with conference group check-ins & check-outs by preparing paperwork, tracking keys, distributing conference and laundry cards, answering questions, etc. • Inventory and report the condition of rooms & common areas prior to, during, and after each visit. • Assist with linen inventory and distribution for groups requiring linens.
Training & Meetings	<ul style="list-style-type: none"> • Attend May Conference Assistant training • Attend weekly staff meetings and all required training sessions. • Attend individual meetings with supervisor as necessary.
Customer Service	<ul style="list-style-type: none"> • Treat clients, guests, University employees, students, supervisors, and colleagues with courtesy and respect. • Respond to all questions, inquiries, and comments in a timely and professional manner. • Practice active listening, be observant, and make appropriate referrals. • Dress, speak, and behave in an appropriate, professional manner. • Be familiar with University grounds and resources, and the needs of summer conference guests. • Help to create and maintain a positive community environment in the halls. • Be visible and available in the community to assist and be a resource to conference guests.

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<p>Facilities</p>	<ul style="list-style-type: none"> • Identify and respond immediately to facility and safety/security needs. • Move and organize furniture within the residence halls including, but not limited to: lofting beds, moving microwaves, and building beds. • Report facilities issues through the established work request system and notify supervisor(s) of urgent issues or issues that have not been resolved in a reasonable amount of time. • Be familiar with community emergency and evacuation procedures. • Conduct daily visual inspection of residence hall property and furnishings for damage. • Assist with organization, cleaning, and maintenance of storage facilities.
<p>Duty & Residency</p>	<ul style="list-style-type: none"> • In addition to receiving hourly compensation, CAs receive on-campus housing and a board plan for completing the following responsibilities: <ul style="list-style-type: none"> • Share weekday and weekend duty coverage with staff members. • Respond promptly and appropriately to calls from conference guests and resident students. • Walk a minimum of one round each evening while on-call to be visible & available to conference guests, to observe the facilities' condition & to ensure that residents & guests are adhering to Housing policies. Be available while on duty for two specific hours (9pm-11pm) at the Spangler office desk. • Be present on campus nightly unless approved for a night away (accrued as 1 night per week for every 1 week of active summer conference work). • Host one program, independently during the summer for the summer apartment residents. • Follow University rules & regulations and address policy violations as outlined in the Student Handbook, and plan and conduct at least one program for summer students in residence.
<p>Qualifications</p>	<p>Required:</p> <ul style="list-style-type: none"> • Organized, responsible, and have ability to work independently. • Be a current Saint Martin's University student and enrolled for fall semester 2015. • Have a cumulative 2.5 GPA. • Be in good judicial standing with the university and residence halls. • Have minimal time commitments (less than 10 hrs/week) and a flexible schedule during the summer. • No July time commitments, aside from summer classes. <p>Preferred:</p> <ul style="list-style-type: none"> • One year of customer service experience. • Proficient in Microsoft Office (Word, Excel, Powerpoint, Publisher) and Social Media (Facebook, Twitter, Instagram). • Lived on-campus for one semester. • Not hold an additional summer job.