CONFERENCe HOUSING
LEAD STUDENT ASSISTANT
Job Description

DATES OF EMPLOYMENT: April 15th, 2020 - August 14th, 2020

SUPERVISORS: Kaitlin O’Brien & Carly Strand
Conference Services Coordinator    Resident Services Coordinator

RESPONSIBILITIES:

General responsibilities include:

▪ Work with Conference Services 10-35 hours per week. (~10 hrs during Academic year, 30-35 during summer)
▪ *Note: conference operations are open throughout the summer (including holidays); staff members will be expected to work weekends and holidays.
▪ Provide excellent customer service to conference & alumni guests, housing residents and the campus community.
▪ Act as contact for conference attendees; answer questions and provide them with accurate information in a courteous and helpful manner.
▪ Maintaining oversight of the Conference/Alumni room assignments and all associated details such as access, rosters, and the check-in/check-out of Conference and Alumni guests.
▪ Develop a close working relationship with the Conference Services Coordinator and the Resident Services Coordinator.
▪ Maintain a positive and helpful manner while working cooperatively with summer conference staff, Housing staff and conference groups.
▪ Serve as resource to assist completion of any tasks as assigned by the Conference Coordinator & Resident Services Coordinator.

Specific responsibilities include:

▪ Serve as mentor and resource to the general Conference staff.
▪ Coordinating room assignments, room changes, access/meal cards, key information, and payment information etc. for each conference/alumni guest.
▪ Data entry of all information for each guest into Star Rez conference database.
▪ Encoding and Decoding of all key cards for conference and alumni guests using the Onity system.
▪ Creating check-in packets for all conference & alumni guests.
▪ Creating Conference group Director's packets including an overview of the floor plan of room assignments, available extra rooms, and any special notes regarding room assignments for each check-in.
▪ Answer phone calls, take messages, answer questions, faxing or mailing information and referring guest complaints and comments to appropriate staff members.
▪ Help to prepare agenda for weekly Student Staff meetings with the Desk Lead Asst., and help cover the desk during meeting. Will review notes from meeting with Desk Lead afterwards.
▪ Attend weekly Pro-staff meetings, report on conference housing assignments, operational concerns, special group needs, etc.
▪ Make and post weekly meeting room reservation signs from Google calendars and 25Live.
▪ Track housing requests and payment information and sending confirmation letters to individuals from several conference groups.
▪ Assist conference guests with lock-outs.
▪ Meet weekly with Desk Lead, Conference Coordinator and Resident Services Coordinator.
▪ Maintain knowledge of current issues with conference guests, employees and facilities.
▪ Working knowledge of housing buildings and facilities.
▪ Work closely with operations in the Housing Office, the Linen Supervisor and the Conference Desk staff to ensure smooth check-ins and check-outs of conference groups.
▪ Be available for all check-ins and some check-outs, most of which occur on the weekends.
▪ Reconcile all information after check-outs and providing report to Conference Coordinator for invoicing.
▪ On-call for emergency room assignments & Conference Center needs.
▪ Having phone service is required. A cell phone can be provided if necessary.
▪ Must respond to emergency situations with sense of urgency and physical effort.
▪ Help Desk Lead Asst. with preparing, scheduling and running training sessions for Conference Student Staff.
CONFERENCE HOUSING
LEAD STUDENT ASSISTANT
Job Description

- Assist Desk Lead Asst. with guest outreach as needed. Specifically with room-move guests to confirm satisfaction.
- Must maintain confidentiality of sensitive information.
- Assume other responsibilities as assigned.

QUALIFICATIONS:
- Must be enrolled at HSU for a minimum of six units for the fall semester or be enrolled in summer session.
- Strong administrative skills and attention to detail are critical. Experience with Excel spreadsheets is preferred.
- Must possess strong interpersonal communication skills and the ability to project a positive image and attitude about the conference operations, the Department of Housing & Residence Life and the University.
- While employed, conduct and dress must reflect University standards. (3 shirts and a name tag are provided)
- For reasons of safety and security, must successfully pass a background check prior to the start of employment.

COMPENSATION:
$15.00/hour for hours worked at the Conference Center or hours worked completing other projects/tasks. Meals at the J when open and a single room in a shared apartment, will be provided as an additional benefit. This position is not eligible for vacation time during the Summer Conference season, from May 26th – August 14th, 2020.