



DESK – CONFERENCE ASSISTANT

Student Job Description

DATES OF EMPLOYMENT: May 16, 2022- August 12, 2022

SUPERVISORS: Joellen Peterson & Mallory Garcia
Conference Services Coordinator Resident Services Coordinator

RESPONSIBILITIES:

General responsibilities include:

- Provide excellent customer service to conference guests, housing residents and the campus community.
- Work at the Conference desk 30 + hours a week. The desk is open 8:00am – 8:00pm every day.
- Note: conference operations are open throughout the summer (including holidays); staff members will be expected to work weekends and holidays.
- Attend training sessions and a weekly meeting.
- Must respond to emergency situations with a sense of urgency and physical effort.
- Must maintain confidentiality of sensitive information.
- Input packages, distribute mail and complete roster check in the mailroom.
- Assume other responsibilities as assigned.
- Aid conference guests and housing residents with lockouts and/or other concerns when the desk is open.
- Maintain communication with the Conference desk.

Specific responsibilities at the Conference desk include:

- Serve as a receptionist for the department: greet the public, answer phone calls, take messages, answer questions and emails, fax or mail information, and refer students and visitors to appropriate staff members or other campus departments. This extends to answering all inquiries related to the department, not just Conferences.
- Maintain operation of the Conference desk in a professional manner.
- Check guests in and out of residence halls, issue check-out items, linens and maintain records.
- Responsible for specific knowledge of each conference group regarding where they are staying and what specific services each group will receive.
- Function as an information source, answer questions, refer guest complaints and comments to appropriate staff members.
- Receive and deliver phone messages and mail to conference guests and conference staff members.
- Maintain incident and maintenance repair logs and coordinate responses with appropriate staff members.
- Check out equipment and supplies such as alarm clocks, blankets, towels, sheets, etc...
- Maintain appropriate dress code (2 shirts and name tag are provided).
- Operate various computer programs, including: StarRez, Onity and Notify, etc. (Training provided).

QUALIFICATIONS:

- **Must be available to work through the full session, May 16 – August 12, 2022.**
- Continuing students must be enrolled at HSU for a minimum of six units for the fall semester or be enrolled in summer session. Graduating seniors may still work through the July 2022 pay-period, if not enrolled for Fall 2022.
- Strong administrative skills and attention to detail are critical.
- 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.
- For reasons of safety and security, must successfully pass a background check prior to the start of employment.
- Drivers License/ Defensive Drivers Certificate is preferred.

COMPENSATION:

\$16.00 per hour for hours worked at the Conference Desk or hours worked completing other projects/tasks as assigned. Returning Conference Assistants may qualify for a higher wage of \$16.50 per hr.. One meal per shift at the J, when open, will be provided as an additional benefit.