



DUTY - 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.
- Assume Duty responsibilities 3-4 times per week over the summer session, as assigned.
- Note: conference operations are open throughout the summer (including holidays); staff members will be expected to work weekends and holidays.
- Attend training sessions, a weekly meeting, submit DUTY reports upon the conclusion of each shift, other office work as assigned.
- Must respond to emergency situations with a sense of urgency and physical effort.
- Must maintain confidentiality of sensitive information.
- Assume other responsibilities as assigned.

Specific responsibilities of Duty/Back-Up include:

- Ensure a safe and secure environment for conference guests and housing residents.
- Provide routine facility inspections for maintenance needs.
- Aid conference guests and housing residents with lockouts and/or other concerns.
- Maintain communication with the Conference Desk.
- Assist the Conference Desk during weekends and holidays to cover breaks as scheduled.
- Confront and respond to residents or guests that violate community guidelines.
- Send DUTY report at the end of every shift with detailed information.
- 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 (3 shirts and name tag are provided).
- Operate various computer programs, including: StarRez, Onity and Notify, etc. (Training provided).
- Pick up extra shifts at the Conference desk when needed/available.

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's 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 Duty shirts, 1 Desk shirt 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 as well as 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.
- Must live on campus for quick response. A single room is provided at no-charge.
- Drivers License/ Defensive Drivers Certificate is preferred.

COMPENSATION:

\$300 per month, a single room in a shared apartment. One meal per shift at the J, when open, will be provided as an additional benefit. Duty staff may also pick up extra desk shifts when available, and will earn an hourly wage (\$16.00 or \$16.50 per hr for returners) for these extra desk hours (last-minute call-ins, emergencies, or extra shifts only).