



CONFERENCE HOUSING LEAD STUDENT ASSISTANT Job Description

DATES OF EMPLOYMENT: April 11, 2022 – August 12, 2022

SUPERVISORS: Joellen Peterson & Mallory Garcia
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 a 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 StarRez 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 meetings. 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 provide a report to the Conference Coordinator for invoicing.

CONFERENCE HOUSING LEAD STUDENT ASSISTANT Job Description

- On-call for emergency room assignments & conference center needs.
- Having phone service is required. A landline will be provided in your on campus room, and cell phone can be provided if necessary.
- Must respond to emergency situations with a sense of urgency and physical effort.
- Help Desk Lead Asst. with preparing, scheduling and running training sessions for Conference student staff.
- 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:

\$17.12/hour for hours worked at the Conference center or hours worked completing other projects/tasks. One meal per shift at the J, when open, will be provided as an additional benefit. This position is not eligible for vacation time during the summer Conference season, from May 30 – August 12, 2022.