

DRAFT Academic Year – Conference Hospitality/Administrative Assistant DRAFT
Position Description

Duties and Responsibilities

- Provide friendly customer service when checking in guests and working with conference groups.
- Be available for conference check-ins as needed and scheduled.
- Receive from the Conference Operations Manager a schedule of all incoming and outgoing guests, staff duties, and cleaning schedules.
- Call Conference Operations Manager when there are unexpected check-ins or check-outs.
- Update as needed a spreadsheet of current hall occupancy and track lost keys. Report any lost keys to the Conference Operations Manager for billing purposes.
- Conduct full and complete room checks after guests move out to determine any damage or cleaning charges as assigned. Report any issues to the Conference Operations Manager for billing purposes.
- Submit maintenance problems through “Fix My Room” and forward the confirmation email to the Conference Operations Manager.
- When provided a list by the Conference Operations Manager, check on the completion or status of building work orders.
- Address and document any conduct problems or incidents to the Conference Operations Manager via UHDS GRF (General Report Form).
- Contact the Conference Operations Manager if there are behavioral issues with any guest.
- Carry a “duty phone” and be on-call in accordance with duty schedule as determined in staff meetings or by the Conference Operations Manager.
- Maintain desk hours at the Cauthorn Hall front desk in accordance with desk schedule as determined in staff meetings or by the Conference Operations Manager. Complete any tasks as outlined in “What to do during Desk Hours.”
- Maintain a presence in the hall by keeping an ‘open door’ when possible, walking around the inside and outside of the hall on a daily basis to ensure cleanliness, and working order of facilities and equipment.
- Prepare and clean rooms and provide linens for guest rooms as assigned and in accordance with cleaning schedule as determined during staff meetings or by the Conference Operations Manager.
- Clean hall bathrooms when custodial services are unavailable and there is a need.
- When on duty, assure cleanliness of hall entry, kitchen, and main lounge – minimally daily inspection and cleaning (cleaning only when custodial services are not available).
- Ensure custodial crew is performing their duties such that rooms and common areas are ready for guests. Report any problems or concerns with room or common areas to the Conference Operations Manager.
- Attend West Area Complex meetings.
- Attend Cauthorn Hall Conference staff meetings once a week or as scheduled.

- Perform facility and floor rounds as defined in “What to do When on Rounds” when youth groups are in the building.
- Perform first floor safety/security rounds as defined in “What to do When on Rounds” when only adult groups are in the building.
- Bundle linens pulled from rooms to prepare for laundering in accordance with schedule as determined by the Conference Operations Manager. Ensure that linens are stored in secured locations and properly inventoried.
- Ensure that appropriate signage and direction is given to guests – via signs on doors and on bulletin boards, directions for emergency response/requests, lock-out information, how to’s for guests related to trash, recycling, laundry use, etc.
- Share and offer suggestions to improve the experience of conference guests.
- Special projects as assigned by the Conference Operations Manager on a weekly basis.
- Other duties as assigned.

Compensation

- Cauthorn Hall Apartment
- Ultimate board meal plan
- Small stipend each term

Notes

Coverage is needed for all breaks. One of the staff members will be required to provide live-in presence and duty coverage for any and all school break dates. This will be the primary responsibility of the Administrative Assistant, unless extenuating circumstances are approved by the Conference Operations Manager.