

DRAFT Summer Conference Assistant DRAFT
Position Description

General Purpose:

The Conference Assistant is responsible for assisting the UHDS Residential Conferences Management and Guest Accommodations Manager with coordination of the summer conference building. This is an on-call paraprofessional student position, which reports to the Guest Accommodations Manager. This full time temporary position will require a significant percentage of the employee's time during the summer months only.

Duties and Responsibilities

- Provides exceptional customer service with a smile to both clients and internal customers (Housing Administration, Residential Education, RMF, etc.).
- Present a professional, positive image to conference hosts and participants.
- Reside in assigned living space for the entirety of the conference season, except as requested by Residential Conferences Management.
- Be familiar with all Residence Halls. Know location of master keys, key boxes, special facilities, room layouts, etc.
- Work closely with the Guest Accommodations Manager to establish and maintain cleaning standards for conferences. Assist, as needed, with room setup and preparation.
- Carry a "duty phone" and be on-call in accordance with the conference schedule as determined in staff meetings or by the Conference Operations Manager.
- Attend meetings with camp/conference leaders, Residential Conferences Management, and Guest Accommodations Manager as scheduled.
- Attend meetings with camp/conference leaders prior to group's arrival.
- Assist with and participate in designated conference or camp registration, check-in, check-out, early arrivals, and late departures as scheduled.
- Attend meeting with camp/conference leaders following the check-out of conference as scheduled.
- Assist with door monitoring for scheduled mass entrance of youth groups.
- Maintain desk hours at building front desk in accordance with the conference needs and scheduled by the Guest Accommodations Manager.
- Conduct nightly rounds in and outside buildings when conference is in the building as scheduled.
- Provide appropriate emergency/crisis response.
- Coordinate room lockout response.
- Address and document any conduct problems or incidents to the Guest Accommodations Manager and then to the Conference Operations Manager via UHDS GRF (General Report Form).

- Update building occupancy daily in order to account for early check-outs for billing purposes.
- Provide feedback on forms used during conferences (key check-out, conference reports, etc.).
- Report maintenance problems to the Guest Accommodations. If an emergency, contact the Conference Operations Manager or Department of Public Safety if after business hours.
- Attend weekly staff meetings.
- Have knowledge of OSU, Corvallis, and surrounding area in order to answer questions and direct guests to destinations.
- Create and post directional/informational and welcome signs and posters as needed for each conference.
- Share and offer suggestions to improve the experience of conference guests.
- Participate in furniture placement at the end of the summer in conference halls.
- Other duties as assigned.

Compensation

- Salary
- Room

Notes

The Conference Assistant may enroll for courses after consultation with the Conference Operations Manager.