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**STUDENT POSITION:** Conference Services Representatives

**REPORTS TO:** Director of Conference Services & Operations Manager - Conference Services

**DESCRIPTION:** The Conference Services Representatives (CSR) position within the Housing & Conference Services Office is responsible for creating a welcoming environment and supporting the operational functions of the Conference Services Program. CSRs provides support and quality assurance of housing facilities and meeting spaces for overnight and commuter guests. CSRs provides exceptional, courteous and knowledgeable customer service to ensure a comfortable environment for all guests. .

**QUALIFICATIONS:**

- Well developed interpersonal skills and customer service
- Knowledge of residence halls, campus resources, and general off campus resources
- Intermediate computer skills
- Ability to process detailed information in a timely manner
- Ability to work well under pressure
- Willingness to perform duties that require physical activity
- Be in good academic and conduct standing with the University
- Ability to lift/carry objects up to 30 pounds
- Successful completion of background check

**RESPONSIBILITIES:**

- Provide support to program organizers & attendees during check-in and check-out of campus housing and facilities; to include preparing welcome packets, testing ACCESS Cards, setting up beds and meeting rooms
- Maintain accurate tracking logs, orderly supply rooms, storage rooms and accurate inventory. Restock supplies, report facilities and equipment concerns.
- Effectively work with various University departments
- Prepare guest check-in materials and take inventory of materials upon check out
- Conduct inspections of classrooms and event spaces; setting & re-setting furniture to meet the specific needs of each conference group Housing quality assurance and linen service for overnight guests; provide room inspections, set-up and re-stock supplies, report facilities and equipment concerns, stock room amenities
- Inspect all guest rooms and meeting rooms; report any maintenance or cleaning concerns to Conference Services Lead.
- Collection of dirty linen and resetting furniture
- Other duties; errands, driver, responsibilities as assigned

**HOURS:** Hours of operation are 8AM-10PM 7 days a week. Hours range from 25-35 hours a week from June 19-August 7, including weekends. Expected to work all shifts including weekends. Shifts may be adjusted with advance notice. Shifts 8AM-1PM, 12:30PM-5:30PM, 5PM-10PM. Note that after August 7th, hours will be 10-14.

**COMPENSATION:** Shared double room accommodation within a summer school residence hall from 6/17/2023-9/01/2023. Wage, \$17.20 per hour. Housing is available but not mandatory.

**START DATE:** Mandatory meetings, May 3, 10, 17 from 5:45pm - 8pm. Mandatory training/workdays June 19-July 4th. Opportunity to start earlier for training, tasks and assignments.

\*CSR may request 8 total days off during the summer.