



Title of the position

Conference Assistant

Department

Housing and Residence Life

Term of employment

Spring/Summer 2011

Conference Assistant Brief Description:

- The purpose of this position is to prepare buildings and rooms for guests, serve as campus liaisons during guest stay, and prepare building for resident or additional guest usage after guest departure.

Qualifications

- Current Grand Valley State University student (undergraduate or graduate)
- Good academic (min. 2.0 GPA) and disciplinary standing
- Guest relations experience
- Clerical Skills
- Strong commitment to customer service
- Strong interpersonal communications skills

Position Requirements

- Work a minimum of 20 hours per week (Nights and weekends included)
 - Hours make be sporadic
- Required to live on campus for the summer
- Approval from supervisor for summer school enrollment or additional employment

Position Responsibilities

FACILITIES

- Perform facility check of buildings and rooms prior to guests arrival and after guests departure
- Assist the Conference Managers with inventory control at the storage location
- Call in work orders for facility concerns and report them to Conference Managers
- Assist Living Center Directors with post-closing work (May) and pre-opening work (August)

GUEST CARE

- Give residence hall tours when necessary
- Perform accurate check-in and check-out of conference guests
- Accurately and efficiently respond to guest questions and concerns

FRONT DESK SERVICES

- Check in/out university guests
- Collect proper payment for parent orientation guests
- Serve as an information and security resource in all buildings
- Maintain accurate records of all activities and transactions which occur during scheduled shifts
 - Report all lost keys and cards on the proper forms in a timely manner

IMAGINATION STATION

- Prepare community bulletin boards for guests arrival
- Utilize the imagination station for bulletin board preparation
- Maintain cleanliness in the imagination station

MAILROOM

- Properly handle all USPS mail which includes forwarding mail
- Distribute and forward all incoming mail and messages

HOUSEKEEPING

- Prepare all rooms with linen set-ups and amenities
- Maintain cleanliness and organization in the linen room
- Wash, dry, and properly store all linen

LEADERSHIP

- Provide "on-duty" coverage for areas North Campus and areas occupied by guests
- Attend all training and in-service sessions as required
- Attend weekly staff meetings with Conference Management Team
- Be knowledgeable of emergency procedures, confrontation methods and crisis intervention techniques
- Other duties as assigned

Reports to:

- Assistant Director of Residential Camps and Conferences
- Conference Directors
- Conference Managers

Benefits

- Professional, leadership, and team building skills
- Free room (Room may be double or single occupancy)
- \$7.40 per hour