General Description

This position works with summer guests, Orientation students and families, and camps and conferences, as well as providing front desk services for residential students.

Qualifications

• Current Grand Valley State University undergraduate student
• Good academic and disciplinary standing

Preferred Qualifications

• Strong administrative/clerical skills
• Strong commitment to customer service
• Guest relations experience
• Ability to actively participate and work on a team
• Strong critical thinking skills
• Strong interpersonal communication skills

Responsibilities

• Uphold the mission and values of Housing & Residence Life and GVSU
• Prepare living areas for arrival of Orientations students and families, conference group(s) and/or other guest(s)
• Provide professional and friendly customer service to guests
• Serve shifts at the front desk, including but not limited to answering phones and other administrative/clerical tasks
• Participate in required duty shifts; Report emergencies and concerns as appropriate
• Participate in training and weekly staff meetings
• Create positive relationships with guests and other GVSU staff members
• Process guest payments; Must be able to account for all receipts and monies received
• Assist and run check-in and check-out stations for groups
• Track and audit access cards/keys
• Other duties as assigned by Conferences Staff

Reports To

• Conference Assistants report to Conference Mangers and Client Services Manager
Requirements

- Work approximately 20-40 hours a week ○ Hours may vary and be sporadic
- Required to live on-campus for Spring/Summer 2016 term
- Must limit outside commitments to less than 20 hours a week
- Approval from direct supervisor for summer school enrollment and/or additional employment
- Time away is limited, specifically between July 9-August 6

Compensation

- Conference Assistants are considered student employees at Class 1, receiving minimum wage of $8.60 per hour. Staff will work a minimum of approximately 20 hours per week and no more than 40 hours per week.
- Conference Assistants will be assigned to a 2- or 4-bedroom unit in a Living Center for the summer.

How to Apply

- Interested applicants must apply through Job Board, you will be required to upload a résumé, outlining your qualifications for the position, as well as complete two short answer questions.
- Select applicants will be offered an interview with Conference Staff
- Applicants will receive notification of employment decisions in late February

Grand Valley State University Residential Camps and Conferences employment opportunities are open to eligible/qualified persons without regard to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital status, or family status. Persons with disabilities have the right to request and receive reasonable accommodations.