

## **Conference Assistant Job Description**

Residential Life

UMBC

Conference Assistants serve as full time employees for the Residential Life Office who work directly with the Summer Conference guest. This position primarily works desk shifts in assigned hall(s) as well as prepares the residential communities for arrivals and departure of summer conferences. The Conference Assistant position is a great for students interested in pursuing other leadership positions in the Residential Life Office. Position is supervised by Conference Leads/Managers, ACUHO-I Assistant and Coordinator of Conference Services.

### **PREFERRED SKILL SET EXPERIENCE**

1. Organizational Skills
2. Customer Service Experience
3. Ability to work a diverse group of constituents
4. Ability to work in a fast paced environment

### **CUSTOMER SERVICE RESPONSIBILITIES**

1. Work customer service friendly check-in/out processes for assigned conference groups.
2. Respond to customer needs when serving as the Conference Assistant on duty (Rotating basis only).
3. Present a customer service friendly desk at residence halls, meeting the needs of conference guests.
4. Monitor security of buildings in coordination with other team members, managers, and campus police.

### **GENERAL RESPONSIBILITIES**

1. Prepare rooms for conference guests, may include but is not limited to: placement of furniture, placement of welcome package, etc.
2. Monitoring cleanliness of and readiness of rooms; communicate problems with Housekeeping and Facilities Management.
3. Keep inventory of guest supplies.
4. Serve on rotating desk coverage for residential halls.
5. Staff conference check-ins and outs for conference guests.
6. Serve on "on-call" rotation.

### **DATES OF EMPLOYMENT**

June 1 – August 18<sup>th</sup> (Multiple positions available from June 1 – August 25)

Work Week: Approximately 40 hours throughout a 7 day work week in addition to on call rotation.

3 leave days are built into this contract. Any additional leave requests should be directed to the Coordinator for approval.

#### OTHER IMPORTANT DATES

Mandatory training is scheduled for June 2-4, 2010

Conference Staff move-in is scheduled for June 1, 2010

#### CRITERIA FOR EMPLOYMENT

To receive full consideration, applications for the Conference Assistant position:

1. Must have experience in residential hall living with proven supervisory skills, or be presently working within the UMBC/Residential Life system.
2. Must have good academic and judicial standing – (2.25 semester and cumulative GPA or higher).
3. Position does not allow for any additional employment on or off campus.
4. Position does not allow for students to enroll in any summer classes.

Preference will be given to students with previous experience working in the summer conference program or other related customer service experience.

#### REMUNERATION

3,000.00, including housing and 2 meals a day