



# CAMPUS EVENTS

## COLORADO SCHOOL OF MINES

### Lead Scheduling Assistant

**Position:** Lead Scheduling Assistant

**Openings:** 1

**Reports to:** Coordinator of Conference Services

**Remuneration:** Starting hourly wage is \$10.00, paid bi-monthly (less standard deductions) for up to 20 hours/week during the Spring Term and 40 hours/week during the Summer Term. Rent free on campus housing and a limited meal plan (to be used when dining services are available) are provided during the Summer Term and are valued at \$5500. Living on campus in a residence hall is a requirement during the Summer Term.

**Dates of Employment:** March 16 – August 12, 2017 (Summer Term is May 13 – August 12, 2017)

**Position Overview:** The Lead Scheduling Assistant (LSA) is responsible for providing quality customer service in the Student Center and administrative support to the Summer Conference program. The LSA is expected to supervise the SCAs and Student Center Desk Assistant staff, manage the Student Center Front Desk, schedule and bill events in EMS and assist with large events as needed.

**QUALIFICATIONS:** This position is open to current Mines students who:

- Have a minimum cumulative 2.0 GPA and be enrolled full time for Fall 2017 at the start of employment
- Available and able to work throughout the dates of employment
- Pass a Background Check
- Integrity, responsibility, accountability, self-motivation and the ability to work autonomously
- Flexibility and the ability to adapt in a rapidly changing work environment
- Strong communication and customer service skills and a positive attitude about Mines
- *Exceptionally* detail oriented and have knowledge of general office organization
- Knowledge of Mines and Golden. Campus involvement or other extra-curricular activities is preferred
- Have the ability to relate to a wide variety of individuals and groups
- Demonstrate high levels of self-awareness and sensitivity to others
- Respond reasonably and calmly to stressful and/or emergency situations
- Experience as a Summer Conference Assistant or Student Center Desk Assistant is preferred
- May not hold other employment during dates of employment

#### **RESPONSIBILITIES:**

##### *Customer Service*

- Represent Conference Services and the Colorado School of Mines as the first point of contact and provide guests with a positive customer experience
- Act and display self in a professional manner at all times; wear staff shirt, name tag and appropriate clothing
- Follow up on guest concerns and questions in a courteous and timely manner

##### *Desk Functions*

- Manage the Student Center Front Desk during the Summer Term (May 13 – August 12, 2017)
- Prepare Student Center Front Desk schedule in coordination with the Leads, dining services and scheduled Student Center events
- Handling of cash drawer shift audit and vending refunds
- Keep the desk area clean and uncluttered at all times, take out trash as needed
- Work scheduled hours at the Student Center Front Desk and be available to work days, evenings, holidays/breaks and weekends on a rotating basis
- Be knowledgeable about Student Center A/V functions
- Answer the phone courteously, transfer calls as appropriate, check voicemail and take complete messages

### *Scheduling and Administrative Support Functions*

- Schedule and reserve event spaces for Conference Services, Student Center and Outdoor spaces
- Accurately enter billing information for Conference Events from Mines Dining, the Lead Housing Assistant, Rec Services and other campus entities in a timely manner
- Track conference group guarantees, rosters and required paperwork
- Update and manage dining information and guarantees
- Process Conference Services and Student Center invoices and billing
- Serve as the main point of contact for day camps using dining services and rec services
- Be present at and support large events in the Student Center
- Direct and/or assist in general preparation for assigned conference groups, including meeting facility preparation (set-up, A/V equipment, etc.), daily inspection of assigned areas and reporting any and all maintenance needs

### *Selection, Training & Supervision*

- Assist in the recruitment and selection of Desk Assistants and Summer Conference Assistants by assisting with publicity, preparing selection materials and interviewing candidates during the Spring Term
- Prepare and lead Student Center Desk Staff training in May. Supervise and maintain staff development and training throughout the summer
- Implement policies and procedures to ensure appropriate work standards
- Promote communication and staff morale. Involve staff in organizing a variety of voluntary social activities and developing other staff programs
- Prepare weekly staff meeting agendas and act as facilitator during the meetings
- Evaluate the SCA and DA staff in August

### *Conference Management*

- Be the central point of contact for assigned conference groups while they are on campus
- Coordinate check in and out procedures for assigned conference groups including signage, table set ups and staffing
- Meet with assigned conference groups during their designated meal times to help groups assimilate to campus dining
- Close out the conference group by finalizing housing details and preparing the conference summary

### *Teamwork*

- Cooperate and work with all other staff members including Housing, Conference Services and Facilities Management
- Communicate suggestions and make recommendations to supervisor
- Have a positive attitude and be willing to contribute to an encouraging work environment
- Assist SCAs and Leads in taking additional shifts, preparing rooms for conference guests and other duties
- As a member of the CSM Conference Services team, your behavior must be above reproach. Strict adherence to all CSM policies and student code of conduct is expected and failure to do so will result in termination.
- Abstain from alcohol and drug use while on campus or before/during assigned shifts. Alcohol and drugs are not permitted in the residence halls
- Staff Meetings and Training are mandatory.
- Half day training will be held Friday, May 5. Full day training will begin Saturday, May 13, 2017 and continue through Friday, May 19, 2017
- Due to training, tight group turnovers and end of summer duties, time off requests will not be approved during the following dates:
  - May 13-19 (training),
  - June 9-20 (large group turnovers)
  - July 30-August 11 (end of summer clean up)

Due to the unpredictable nature of Conference Services, there may be additional duties that are not listed which will need to be performed by the Lead Scheduling Assistant at the direction of the Conference Coordinator.