Summer Conference Assistant

Position: Summer Conference Assistant

Openings: 10

Reports to: Dually supervised by the Lead Housing Assistant and Lead Facility Assistant and report to the Coordinator of Conference Services

Remuneration: Starting hourly wage is $8.50, paid bi-monthly (less standard deductions) 40 hours/week. Rent free on campus housing and a limited meal plan (to be used when dining services are available) are provided during the Summer Term (May 14-August 13) and are valued at $3000. Living on campus is a requirement of this position.

Dates of Employment: May 6 – August 13, 2016

Position Overview: The Summer Conference Assistants (SCA) are responsible for providing quality customer service and facility support to the guests who visit the Colorado School of Mines as part of the Summer Conference program. SCAs are expected to assist with various conference logistics including conference coordination, front desk coverage, guest check in/out, linen management and after-hours duty response.

Qualifications: This position is open to current CSM students who:

- Have a minimum cumulative 2.0 GPA and be enrolled full time for Fall 2016 at the start of employment
- Available and able to work throughout the dates of employment (May 14, 2016-August 13, 2016)
- Pass a Background Check issued by CSM Human Resources
- 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, a positive attitude about CSM, integrity and an eye for detail
- Knowledge of CSM 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
- Must be physically able to perform regularly assigned tasks which involve manual labor, lifting up to 50 pounds, standing, walking, climbing stairs and pushing heavy carts
- Experience as a Summer Conference Assistant is preferred
- May not hold other employment during dates of employment

Responsibilities:

Customer Service
- Represent Conference Services and CSM as the first point of contact and provide guests with a positive experience
- Act and display self in a professional manner at all times
- Wear staff shirt, name tag and appropriate clothing while on shift
- Follow up on guest concerns and questions in a courteous and timely manner
- Create, post and update attractive and informative bulletin boards in assigned areas

Front Desk
- Work scheduled hours at the assigned front desk and be available to work days, evenings, holidays/breaks and weekends on a rotating basis
- Conduct check in/out procedures as scheduled and accurately record information in StarRez
- Prepare key packets
- Inventory keys and Blastercards and report missing items to the Lead Housing Assistant
- Keep the desk area and mail room(s) clean and uncluttered at all times, take out trash as needed
- Answer the phone courteously, transfer calls as appropriate, check voicemail and take complete messages
- Assist in all housing areas when the conference schedule requires additional staffing
• There may be the occasional need to staff a desk for 24 hours; Summer Staff are expected to fill the overnight shifts and be awake and available to assist guests

**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
• Confirm that residence halls are ready for group check-in (signage, check in materials, rooms prepared, etc.)
• 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
• 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, preparing the conference summary and submitting both to the Lead Housing Assistant

**Duty/On-call**
• Be on-call as scheduled to check in/out guests, answer questions and provide information
• Stay on campus and be available to assist guests via the duty phone
• Conduct at least one round and complete duty logs
• Complete work orders for building problems, damages, etc.
• Tend to the safety and security of the building (check locks, un-prop doors, close windows, etc.)
• Communicate with group leaders and guests about CSM and Housing policies and enforce as needed
• Be prepared to manage incidents and emergencies and call the appropriate people to remedy the situation immediately

**Facilities Management**
• Thoroughly clean and prepare rooms according to Conference Services and FM standards
• After guests check out, do maintenance checks, report any missing or damaged items and remove linen
• Maintain and organize an accurate and up-to-date lost & found inventory
• Assist with linen exchanges for groups as specified by Conference Services
• Ensure linens, towels, extra pillows, cups and soap are stocked
• Inventory Conference Services property and linen and make recommendations for attrition and purchase
• Move furniture and mattresses as needed
• Assist Event Support staff for special meetings as needed
• Some tasks involve manual labor which may require lifting, walking or climbing stairs

**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
• As members 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 6 and Friday, May 13. Full day training will be held Saturday, May 14, 2016 and continue through Friday, May 20, 2016
• Due to training and large group turnovers, time off requests may not be approved during the following dates:
  - May 14 – 20 (training)
  - July 5-6 (large group turnover)
  - August 5 – 10 (end of season 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 Summer Conference Assistant staff at the direction of the Conference Coordinator.