



Summer Conference Assistant

- Position:** Summer Conference Assistant
- Openings:** 10
- Reports to:** Dually supervised by the Lead Housing Assistant, Lead Facility Assistant, Lead Scheduling Assistant and report to the Coordinator of Conference Services
- Remuneration:** Starting hourly wage is \$9.30 (\$9.50 for returning SCAs), paid bi-monthly (less standard deductions) for up to 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 and are valued at \$5500. Living on campus and dining in Mines Market is a requirement of this position.

Dates of Employment: May 5 – August 12, 2017

Position Overview: The Summer Conference Assistants (SCAs) 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 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, a positive attitude about Mines, integrity and an eye for detail
- 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
- 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 Desk Assistant or Summer Conference 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 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
- Create, post and update attractive and informative bulletin boards in assigned areas

Front Desk

- Work scheduled hours at the assigned front desk (Maple, Elm, Trads or Student Center) 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 Conference Management Software (Residence Hall Desk)
- Prepare key packets (Residence Hall Desk)
- Inventory keys and Blastercards and report missing items to the Lead Housing Assistant (Residence Hall Desk)
- 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 areas when the conference schedule requires additional staffing
- Handling of cash drawer shift audit and vending refunds (Student Center)
- Be knowledgeable about Student Center A/V functions (Student Center)

Conference Management

- Be the central point of contact for assigned conference groups while they are on campus using assigned duty phone, email and other forms of communication
- 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

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 Mines 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 purchase
- Complete work orders for building problems, damages, etc.
- Move furniture, beds 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 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 Summer Conference Assistant staff at the direction of the Conference Coordinator.