

# CONFERENCE SERVICES

## *Conference Assistant*

### SUMMER JOB

#### **PRIMARY FUNCTION**

This position encompasses desk functions as well as light housekeeping functions, and is responsible for providing customer service and support for the Conference Services program. Position will also include some building management responsibilities, similar to a Resident Assistant position. Residence Life has their own custodial staff who are responsible for cleaning bathrooms (which includes toilets, sinks, showers and bathtubs) and common areas in all residence halls. Position reports to the Operations and Housekeeping Managers, depending on duties.

#### **PRIMARY DUTIES AND RESPONSIBILITIES**

##### **ADMINISTRATIVE OPERATIONS**

1. Perform clerical duties as assigned, including correspondence, registration cards, room assignments, damage reports, etc.
2. Process student resident and guest mail.
3. Issue and account for keys per established procedures.
4. Assist with inventory control.
5. Communicate all pertinent matters to manager(s) as necessary, including guest concerns, special guest/group requests, facilities issues, emergency situations, etc.
6. Respond to emergency situations as required, per established procedures.
7. Abide by and enforce University and department rules and regulations.
8. Attend all training sessions and staff meetings.
9. Be "on-call" as scheduled.
10. Assist with preparing daily occupancy reports.
11. Perform related duties as assigned or required.

##### **FACILITIES OPERATIONS**

1. Clean and otherwise prepare guest rooms and common areas prior to guest arrival and during guest stay, according to Residence Life and Conference Services standards, including dusting, mopping, trash removal, vacuuming, etc.
2. Collect and distribute linen for guest rooms.
3. Make beds prior to guest arrival.
4. Report maintenance problems and missing items per established procedures.
5. Document and report lost items found in guest rooms.
6. Assist with preparing conference facilities as needed.
7. Coordinate with housekeeping and RLC staffs to ensure all required guest rooms are clean and ready for occupancy.
8. Perform routine facility inspections.

## GUEST SERVICES

1. Act as a resource for residents and guests.
2. Check guests in and out of conference facilities per established procedures.
3. Other guest services as requested or assigned.

## QUALIFICATIONS

### **Required Qualifications**

1. University of Arizona student currently enrolled.
2. Must be pre-registered for Fall classes by the end of the Spring semester. A copy of your summer class schedule **MUST** be provided upon request.
3. Must be able to work at least 30 hours/week for the Conference Services program.
4. Must be able to lift at least 20 pounds.
5. Strong commitment to customer service.
6. Strong interpersonal communication skills.
7. Availability from May 17, 2010 through August 15, 2010.
8. Additional employment **MUST** be approved in advance by the Operations Manager, due to the need for flexible scheduling during various hours, seven days a week.
9. Valid U.S. driver's license, for at least three years, with a clean driving record.

**NOTE:** Due to the need for flexible scheduling 24 hours a day/seven days a week, applicants are strongly encouraged to live on campus during their employment. Applicants who choose to live off campus must make arrangements with management staff, whereby you can be reached in the event of emergency situations or other scheduling conflicts.

### **Additional Preferred Qualifications**

1. Resident of the residence hall system.
2. Working knowledge of residence hall operations.

## BENEFITS

1. Remuneration at \$7.60 per hour.
2. A single occupancy room in a residence hall with cable television, Ethernet connection, and local telephone service will be provided from May 16 – August 14, 2010.

