



HOUSING & CONFERENCE SERVICES OFFICE

STUDENT POSITION: Conference Guest Services

REPORTS TO: Director of Conference Services & Operations Manager - Conference Services

DESCRIPTION: The Conference Guest Services (CGS) position within the Housing & Conference Services Office is responsible for creating a welcoming environment and supporting the operational functions of the Conference Services Program. CGSs provides support and quality assurance of housing facilities and meeting spaces for overnight and commuter guests. CGSs provides exceptional, courteous and knowledgeable customer service to ensure a comfortable environment for all guests.

QUALIFICATIONS:

- Knowledge of residence halls, campus resources, and general off campus resources
- Well developed interpersonal skills and customer service
- Ability to process detailed information in a timely manner
- Ability to work well under pressure
- Intermediate computer skills
- Willingness to perform duties that require physical activity
- Be in good academic and conduct standing with the University
- Ability to lift/carry objects up to 30 pounds
- Successful completion of background check

RESPONSIBILITIES:

- Provide support to program organizers & attendees during check-in and check-out of campus housing and facilities; to include preparing welcome packets, testing ACCESS Cards, setting up beds and meeting rooms
- Maintain accurate tracking logs, orderly supply rooms, storage rooms and accurate inventory. Restock supplies, report facilities and equipment concerns.
- Effectively work with various University departments
- Conduct inspections of classrooms and event spaces; setting & re-setting furniture to meet the specific needs of each conference group Housing quality assurance and linen service for overnight guests; provide room inspections, set-up and re-stock supplies, report facilities and equipment concerns, stock room amenities
- Assist with troubleshooting in room media equipment.
- Inspect all guest rooms and meeting rooms; report any maintenance or cleaning concerns to Conference Services Lead.
- Collection of dirty linen, resetting furniture, linen pack, linen pack drop off, and making beds
- Assisting the Intern Housing Coordinator and Intern Housing community with room lockouts, maintenance issues, and other responsibilities as assigned
- Other duties; errands, driver, responsibilities as assigned

HOURS: Hours of operation are 8AM-10PM 7 days a week. Hours range from 20-25 hours a week from June 17-August 7, including weekends. Expected to work all shifts including weekends. Shifts may be adjusted with advance notice. Shifts 8AM-12PM, 12PM-4PM, 4PM-8PM, 6PM-10PM. Note that after August 7th, hours will be 8-12.

COMPENSATION: Shared double room accommodation within a summer school residence hall from 6/17/2024-9/01/2024. Wage, \$17.75 per hour. Housing is available but not mandatory.

START DATE: Mandatory training meeting in Spring Quarter, TBD. Mandatory training/workdays June 17-June 21. Opportunity to start earlier for training, tasks and assignments.

*CGS may request 8 total days off during the summer.