



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) role in the Housing & Conference Services Office involves fostering a welcoming atmosphere and assisting with the day-to-day operations of the Conference Services Program. CGSs are expected to have excellent interpersonal skills and deliver outstanding, courteous, and informed customer service to ensure a pleasant experience for all guests.

QUALIFICATIONS:

- **Flexible morning, evening and weekend availability during 6/16/2025 - 8/29/2025 is imperative and required.**
- Knowledge of residence halls, campus resources, and general off campus resources
- Strong interpersonal and customer service skills
- Ability to process and communicate detailed information in a timely manner
- Ability to work well and keep calm 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:

- Act as a front desk liaison between conference guests and the Conference Services team.
- Rotation at the main front desk within Graham Hall, shifts will vary based on rotation schedule.
- Provide support to conference guests during check-in and check-out of campus housing and facilities; to include preparing welcome packets, testing ACCESS Cards, setting up guest and meeting rooms.
- Assist in the creation and maintenance of VIP access keycards as needed.
- Assist in managing guest room rosters, occupancy records, and ACCESS cards records for conference guests.
- Assist with the needs and requests of conference guests, while following University regulations and policies.
- Assist with the preparation and placement of Conference Services and guest event signage.
- Be aware of all residence hall facilities, policies, and procedures; report violations to the Conference Service team as needed.
- Conduct pre-arrival and post-departure inspections of residence halls, guest rooms, and event spaces; reporting any facilities maintenance, cleaning, and/or equipment concerns.
- Quality assurance of linen service and amenities for overnight guests; making beds as needed.
- Maintain orderly supply rooms, storage rooms and accurate inventory; restock inventory.
- Effectively work with various University departments to maintain a comfortable environment for all guests.
- Setting & re-setting furniture to meet the specific needs of each conference group and/or event; Assist with troubleshooting in-room media equipment in classrooms and meeting spaces.
- Assist with building walks to ensure that all exterior doors are closed, guests are following house rules, and are compliant with University regulations and policies.
- Other duties; errands, driver, responsibilities as assigned

HOURS: Academic year training hours flexible, with 1-2 hours a week. Mandatory Spring Quarter meeting. Summer hours of operation are mainly 5PM-10PM, but must be available for guest check-in starting at 2PM, including weekends. Hours range from 15-25 hours a week from June 16-August 7, including weekends. Expected to work all shifts including weekends. Shifts may be adjusted with advance notice. Note that after August 7th, hours will be 5-15.

COMPENSATION: Wage, \$18.20 per hour. Accommodation within a summer school residence hall from 6/16/2025 - 9/01/2025*. Housing is available but not mandatory. *Summer housing end date is approximate.

START DATE: Training begins Spring Quarter. Mandatory Orientation meeting in Spring Quarter. Mandatory summer training/workdays June 16 - August 29. CSRs may request 8 total days off during the summer.