



## HOUSING & CONFERENCE SERVICES OFFICE

**STUDENT POSITION:** Conference Service Representative

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

**DESCRIPTION:** The Conference Service Representative (CSR) position within the Housing & Conference Services Office is dedicated to ensuring a welcoming and professional environment for all guests. CSRs support the operational functions of the Conference Services Program, enhancing the overall guest experience through quality assurance of all residential and meeting facilities, excellent customer service, and thorough knowledge of the university campus as well as its resources.

**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
- 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
- Valid US Driver's License or equivalent authorization to drive in the US

**RESPONSIBILITIES:**

- Provide support to program organizers & attendees during check-in and check-out of campus housing and facilities; to include setting up guest residential rooms and meeting spaces.
- 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 to fulfill guest requests.
- 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 community with room lockouts, maintenance issues, and other responsibilities as assigned
- Other duties; errands, driver, responsibilities as assigned.

**HOURS:** Academic year training hours flexible, with 1-2 hours a week for training. Mandatory quarter meeting(s). Summer hours of operation are 8PM-8PM 7 days a week. Hours range from 16-20 hours a week from June 17-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 8-12.

**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.