



**Overview:** Conference Services is a part of Housing and Residential Life and coordinates the housing and dining arrangements for conferences held at Oklahoma State University each summer. Attended by over 15,000 guests, there are a variety of camps, conferences and workshops that occupy residence and dining halls each summer. The revenue generated helps support Housing and Residential Life in providing high quality services to OSU students during the academic year.

The primary goal of Conference Assistants is to ensure complete customer satisfaction from beginning to end of their conference experience.

**Conference Assistant role:** As a Conference Assistant for summer conferences, you will be responsible for coordinating front desk duties in an assigned area(s), assisting with check-in, check-out, and key preparation for the various conferences, mail and other duties as assigned. The Conference Assistant will be involved in all phases of the conference operation including conference preparation, check-in and check-out, assembling key packets and preparing client materials, and handling linen. Duty rotations are also part of the Conference Assistant schedule. This position reports directly to the Housing Coordinators and the Conference Coordinator. The position requires:

- A strong commitment to providing excellent customer service
- flexibility and willingness to accommodate guests' changing needs in a mature and tactful manner
- dependability and willingness to work a flexible schedule
- accuracy and attention to detail
- interest in working with campus guests
- ability to perform light physical labor
- knowledge of the OSU campus and Stillwater points of interest
- ability and willingness to work as part of a team
- adherence to professional standards as established by Conference Services
- availability during entire conference season (vacation requests must be approved prior to beginning of season)

Preference may be given to applicants with greater availability (fewer commitments).  
Preference may be given to candidates with prior summer conference experience.

**Position Commitments:**

- Scheduled hours will be *on average* 30 hours per week. Some additional hours may be available during peak attendance periods.
- Must be willing to work a flexible schedule including weekdays, evenings, late evening, early mornings and scheduled weekends. Leave requests must be approved by supervisor(s) at least two weeks before.
- Employment period begins with a mandatory retreat during April. Employment begins May 4, 2013 and ends August 2, 2013.
- Must live in an assigned residence hall during employment period

**Remuneration:**

Conference Assistants will receive a furnished single room in an assigned residence hall) in exchange for duty nights and mandatory staff meetings. All other hours will be paid at a rate of \$7.25/hour. Returning Conference Assistants in good standing will receive an additional \$.25/hour for each year worked.

**Duties and Responsibilities:**Customer Service

- Assist guests by checking them in and out of housing, issuing keys and meal cards, updating records, answering questions and other duties as assigned.
- Serve as a referral / resource to conference participants.
- Greet and receive inquiries in a positive and courteous manner – both in person and on the phone.
- Represent OSU in a professional manner at all times including wearing official Conference Services uniform and name badge and adhering to the Departmental dress code while on duty.
- Work with and relate to a wide range of guests (5-70 years old).
- Be a positive role model within building and available and visible to assist guests.

Administrative

- Assemble check-in materials, including key packets, for incoming guests.
- Efficiently execute guest check-in and check-out procedures.
- Distribute resident mail in an efficient, accurate, and timely manner. This includes logging boxes and packages.
- Utilize the Conference Sharepoint site to record all actions including notes from shift to shift, mail logs, lost and found, and other administrative tasks.
- Assist with set up and take down of registration areas.
- Post signs in residences and other areas as requested by Conference Staff Members.
- Maintain the front desk and registration areas in a neat and professional manner at all times.
- Assist in inspection of residence halls to note needed repairs and report concerns appropriately.
- Submit accurate reports as required and provide necessary follow-up.
- Serve in duty rotation that includes evening tours, ensuring safety and security, and appropriate policy adherence by conference guests.
- Cash handling responsibilities.
- Other duties as assigned by Housing Coordinators or Conference Services Staff members.

### Security

- Maintain building security at all times and report any violations to the Housing Coordinators
- Respect confidentiality both with residents, guests, and department paperwork. Giving out confidential student/guest information is a violation of federal law.
- Logging and cataloging all lost and found and notifying the Housing Coordinators, Conference Coordinator or Conference Service Office of valuable items including prescription medications.
- Perform assigned duty walk-throughs of assigned residence hall(s) to ensure building is secure and assist conference participants with lockouts
- Know, understand and implement the Emergency Procedures outlined in the Conference Services manual.
- Assist guests staying in building of responsibility during emergency situations such as fire, medical emergency, severe weather, etc.
- Inspect rooms and common areas as assigned.
- Serve on duty rotations.

### Additional

- **Conference Assistants will be allowed to enroll in a maximum of one course per summer session.**
- **Conference Assistants may not hold additional employment in the summer.**
- A cumulative GPA of 2.5 or higher is required and must be in good standing with the Department of Housing and Residential Life and the University.
- Attend all job-related workshops, training, in-services. Must attend training prior to the beginning of the summer conference season, and participate in intensive training AFTER Special Olympics.
- Housing and Residential Life is an e-verify employer, and CAs must successfully pass a background check prior to the start of training.