WHAT IS A CONFERENCE ASSISTANT?
A Conference Assistant (CA) is a current College of Charleston student who is a part of the front line staff for conference and summer school housing. Conference Assistants staff each residence hall front desk to answer guest questions, assist with check-in/out of conference guests, set up guest rooms and maintain all front desk records. Conference Assistants are to present a positive image of the College of Charleston by having excellent customer service skills, a pleasant demeanor, helpful disposition and responsive attitude.

SUPERVISION
Conference Assistants are under the direct supervision of the Conference Hall Director(s) and are responsible to the Director of Housing Administrative Services in the Office of Campus Housing.

JOB REQUIREMENTS
- CAs must be current CofC students or a recent graduate with a cumulative GPA of 2.5 at the time of application.
- CAs must be in overall good standing at the College of Charleston.
- CAs must be enrolled for the upcoming semester at the College of Charleston.
- CAs may take no more than ONE summer school class per summer session.
- CAs must be able to work April 30 through August 15th.
- CAs may not hold any other jobs during the conference season. Exceptions must be addressed to the Director of Housing Administrative Services.
- CAs must be willing to work flexible hours with a possibility of on-call hours.
- CAs must demonstrate leadership and administrative skills.
- CAs must participate in a training program. Dates to be determined.
- CAs must not have been previously terminated from the Office of Campus Housing.
- CAs must have a recommendation from a previous supervisor or employer, faculty or campus staff member.

EXPECTATIONS
- Be knowledgeable of all College of Charleston, Campus Housing and Residence Life policies.
- Be familiar with services and amenities provided to guests and groups.
- Be able to assess situations in order to take initiative and respond with good judgment.
- Present quality customer service to conference guests, students and visitors.
- Work at minimum 25 hours per week at residence hall front desks, in open Residence Halls and/or in the Campus Housing Office (40 Coming Street).
- Work cooperatively as a part of the Summer Conference team.
- Work independently, sometimes under pressure with irregular shifts including evenings and weekends.
- Attend all training sessions and staff meetings arranged by the Conference Hall Director(s) and/or Director of Housing Administrative Services.
- Maintain a well-groomed appearance.
- Wear appropriate attire: pants, long shorts, shirt, staff shirts and nametags (shirts and nametags are provided) during normal business hours and all other times when on duty.
RESPONSIBILITIES

- Welcome groups and guests when they arrive on campus.
- Serve as a College representative and resource person for summer guests.
- Serve as a liaison between guests and other Campus Housing staff.
- Conduct campus tours as requested.
- Assist with New Student Orientation.
- Answer and respond to telephone calls promptly.
- Staff residence hall front desks.
- Conduct pre conference walk through of rooms and note any damages or deficiencies.
- Distribute linen packages to conference guests’ rooms.
- Make beds for conference guests requesting linens.
- Place amenities (toiletries, telephones, and/or Ethernet cords) in guest rooms prior to arrival.
- Bag dirty linens after group departure for Conference Hall Director(s) to prepare for pick up by a cleaning company.
- Forward work order requests by guests to Customer Service Desk.
- Document all complaints and compliments.
- Review and update all roster/registration information prior to check-in.
- Record time/date on all check-out envelopes during group departure.
- Conduct post conference walk through of rooms after group departure noting any damages or deficiencies.
- Assist Conference Hall Director(s) with check-out report after each group departure.

You may also be asked to assist with the following:

- Conduct check-in/out of multiple conference guests and groups.
- Conduct conference key checks of each room and note any deficiencies.
- Organize and maintain key, access card and parking pass records for group arrival.
- Label and organize information for each group or guest.
- Assume additional responsibilities as identified by the Conference Hall Director(s) or Director of Housing Administrative Services

COMPENSATION

- CAs will be paid $9.00 per hour, up to 40 hours per week. Any person working over 40 hours per week will be documented. After the 3rd documentation, your employment contract will be terminated.
- A bed space will be available during your employment at a discounted rate of $360 per month. Rent is due by the 1st day of each month. *(Living on campus is not required for this position.)*

NOTE: Work hours may vary from week to week. Opportunities for additional paid hours may be available but are not guaranteed. Some heavy lifting may be required.