

CONFERENCE ASSISTANT

Office of Campus Housing
College of Charleston

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, maintain all front desk records and assist in the case of a building or campus emergency. 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 Campus Housing office.

JOB REQUIREMENTS

- CAs must be current CofC students 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 fall 2018 semester at the College of Charleston.
- CAs must be available to work Sunday- Saturday 6:45am-11:00PM, with rotational weekends.
- CAs must be able to work **May 3rd** through **August 5th**.
- CAs may not hold any other jobs during the conference season. Exceptions must be addressed to the summer conference hall director.
- 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 have a recommendation from a previous supervisor or employer, faculty or campus staff member.
- CAs must be able to travel urban campus, climb stairs and lift a minimum of 25lbs and repeat repetitive tasks.

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 Campus Housing staff.
- 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 and/or make beds for conference guests.
- Bag dirty linens after group departure for Conference Hall Director(s) to prepare for pick up by a cleaning company.
- Record work order requests by guests.
- Document and share all complaints and compliments with Conference Hall Director(s).
- 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 report 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 Campus Housing staff.

COMPENSATION

- CAs will be paid \$10.00 per hour, up to 40 hours per week.
- 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.