CONFERENCE HALL DIRECTOR
Office of Campus Housing
College of Charleston

WHAT IS A CONFERENCE HALL DIRECTOR?
A Conference Hall Director (CHD) is an upper level undergraduate or college graduate that is responsible for the operations of assigned residence halls. The CHD is directly responsible for the supervision of all conference assistants. Conference assistants staff the front desks, conduct pre and post conference walk through of rooms, make beds and assist the customer service staff. The CHD works closely with the custodial director and Director of Housing Administrative Services to prepare for the arrival and departure of groups. CHDs must have good organizational skills and the ability to multi-task. A CHD is 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 Hall Directors (CHD) are under the direct supervision of the Director of Housing Administrative Services in the Office of Campus Housing.

JOB REQUIREMENTS
- CHDs must be a junior or senior level undergraduate or college graduate.
- CHDs must have a cumulative of 2.5 at the time of application (if a student).
- CHDs must be in overall good standing at the College of Charleston (if a student).
- CHDs may not take any summer school classes.
- CHDs must be available to work April 30 through August 15th.
- CHDs may not hold any other jobs during the conference season.
- CHDs must demonstrate leadership and administrative skills.
- CHDs must participate in a training program. Dates to be determined.
- CHDs must be able to work 40 hours a week and rotate on-call from April 30 – August. Some evening and/or weekend hours required.
- CHDs must not have been previously terminated from the Office of Campus Housing.
- CHDs 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 and visitors.
- Work independently and in groups, sometimes under pressure with irregular shifts including evenings and weekends.
- Attend weekly planning meetings with the Director of Housing Administrative Services
- Maintain communication with issues concerning all areas of the Summer Conference Program.
- Maintain a well-groomed appearance.
- Wear appropriate attire: pants, skirt or shorts, staff shirts and nametags (shirts & nametags are provided) or professional clothes during normal business hours and all other times when on duty.
- Live on or near campus during employment.
RESPONSIBILITIES

- Oversee daily tasks of all summer staff.
- Serve on call duties with other Conference Hall Directors as assigned.
- Conduct weekly staff meetings to discuss upcoming events.
- Attend/conduct weekly maintenance and custodial meetings.
- 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.
- Maintain desk notebooks.
- Schedule hours with Conference Assistants.
- Conduct pre and post conference walk through of rooms and note any deficiencies.
- Review post conference walk through forms and submit to Customer Service Desk.
- Bag dirty linens after group departure to prepare for pick up by a cleaning company.
- Assist Customer Service Staff with key checks and organization of check in information.
- Oversee proper check-in/out procedures for each group.
- Distribute linen packages to guest rooms.
- Sign in/out Public Safety keys for guests/staff with lost keys.
- Document all complaints and compliments.
- Review and update all roster/registration information prior to check-in.
- Collect and review all check-out envelopes after group departure.
- Assist with check-out report form due 48 hours after group departure.
- Responsible for collecting and approving staff timesheets.
- Ensure that all paperwork is completed and turned in according to established deadlines.

Additional duties of Hall Directors

- Conduct weekly walk-through of building(s) and rooms to inspect conditions.
- Conduct walk-through with group leader if requested.
- Responsible for maintaining contact with group leader during their stay.
- Ensure that all amenities (linens, phones, personal care items and meeting space) are in place and available to guests upon arrival.
- Immediately report damage or maintenance concerns to Customer Service Desk.
- Meet with all group leaders upon their arrival to discuss updates to policies, procedures and any other pertinent information.
- Be present during check-in and check-out of conference groups and guests assigned to the building.

COMPENSATION

- Conference Hall Directors will be paid $10.50 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 private apartment/suite in an assigned residence hall will be available during employment.