

## CONFERENCE HALL DIRECTOR

Office of Campus Housing  
College of Charleston

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### 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 facilities liaison 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) responsible to the Campus Housing office.

### JOB REQUIREMENTS

- CHDs must be a junior or senior level undergraduate or college graduate.
- CHDs must have a cumulative GPA 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 must be available to work **May 3rd** through **August 5th**.
- 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 May 3rd – August 5th. Some evening and/or weekend hours required.
- CHDs must have a recommendation from a previous supervisor or employer, faculty or campus staff member.
- CHDs must be able to travel urban campus, climb stairs and lift a minimum of 25lbs. and be able to 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 and visitors.
- Work independently and in groups, sometimes under pressure with irregular shifts including evenings and weekends.
- Attend weekly planning meetings with the Campus Housing staff
- Maintain communication with issues concerning all areas of the Summer Conference Program.
- Supervise team of conference assistants including training, job course correction, and team development.
- 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 campus during the time of employment in an apartment provided by Campus Housing.

## **RESPONSIBILITIES**

- Oversee daily tasks of all summer staff.
- Serve on call 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 work hours with Conference Assistants.
- Conduct pre and post conference walk through of rooms and note any deficiencies.
- Review post conference walk through forms with Facilities Liaison.
- 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 temporary keys for guests/staff with lost/misplaced 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.
- Other duties as assigned

### **Additional duties of Conference 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, personal care items and meeting space) are in place and available to guests upon arrival.
- Immediately report damage or maintenance concerns to Facilities Liaison or Physical Plant.
- 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 \$15.00 per hour, up to 40 hours per week.
- A private apartment/suite in an assigned residence hall will be available during employment.