CONFERENCE ASSISTANT

Overview:
The Office of Conference Services is part of University Housing & Residential Life (UHRL). The office coordinates more than 60 conferences, workshops and youth camps that occupy undergraduate residences and dining halls each summer. This is a revenue generator that helps support the UHRL mission in providing high quality services to Temple University students during the academic year. In support of Conference Services, Residential Life helps operate five residence halls across campus to provide hotel front desk style service to conference guests. Conference Assistants are responsible for providing excellent customer service to these guests. Each office operates as an individual business unit with its own management structure. Offices are open Monday through Friday from 8am-7pm.

Your role:
As a Conference Assistant (CA), you are responsible for assisting conference guests upon conference arrivals and departures. You also provide support completing tasks such as preparing client materials, welcome bags, assembling key packets, assembling linen packets and setting up and taking down check-in or check-out locations. You also assist guests with lockouts and provide security within your residence.

Time commitment:
Minimum of 20 hours per week with a maximum of 40 hours a week, which includes duty time. Must be willing to work a flexible schedule including weekdays, evenings, weekends and holidays. The schedule will change every week depending on conference arrival and departure times. Employment Period: May 5th - August 11th, 2014. Vacations are only allowed with 2 weeks prior notice.

Responsibilities:
Customer Service
• Assist clients by checking them in and out of housing, distributing welcome materials (if applicable), issuing keys and meal cards, updating records, answering questions and other duties as assigned.
• On occasion, you will be asked to help other facilities or functions within our operations.
• Represent Temple in a professional manner at all times, including wearing Conference Services shirt and adhering to the dress code while on duty. Dress code includes black or khaki pants, clean and comfortable shoes for walking and Conference Services shirt.
• Duty tasks include conducting rounds of building, reporting any safety or security issues, as well as potential maintenance issues, lockouts, etc.
• Perform other duties as assigned by the Conference Coordinator, Resident Director, Front Desk Manager, or Building Manager.

Administrative
• Assemble welcome information and key packets for incoming conference guests. Assist with the setting up and taking down of registration areas.
• Post signs in residences as requested by Conference Coordinator, Resident Director, Building Manager or other Conference Services staff.
• Assist in opening and closing of conference operations at the beginning and end of summer. This may involve lifting and moving of items, posting signs, performing room inventories, etc.
• Maintain the office and front desks in a neat and professional manner including picking up trash after registration.
• Attend all training and weekly staff meetings as required.
• Perform other duties as assigned by the Conference Coordinator, Resident Director, Front Desk Manager, or Building Manager.

Security
• At all times, whether on duty or not, maintain building security and report any violations of Temple or Conference Services policies to building Manager. Follow up on any issue that you report.
• Perform nightly walkthroughs of assigned residences(s) to ensure building is secure.
• Assist clients in emergency situations such as fire and medical emergencies whether on duty or not.
• Calmly follow the Crisis Response Protocol when assisting in an emergency.
• Inspect room and common areas as assigned.

*Additional duties may be assigned by staff members of UHRL.

Qualifications:
• Must be a full-time, matriculated Temple University student in good academic standing.
• Minimum GPA requirement of 2.5 and no outstanding judicial/disciplinary issues.
• Customer service experience desirable. Must be flexible and willing to accommodate customers’ changing needs in a mature and tactful manner.
• Dependability and willingness to work a flexible schedule. Must be available to work at least one duty night per week and one duty night per weekend.
• Ability to work effectively under pressure.
• Accuracy and attention to detail.
• Willing to live among conference participants with limited/no access to common areas. Your ability to have guests may be restricted based on type of conference in your residence.
• General knowledge of Temple University and its surrounding area.
• Must be able to lift 40 pounds.
• Must abide by the Student Code of Conduct at all times.
• You are required to complete the Pennsylvania Child Abuse History Clearance Application.
• You are required to complete an FBI Background Check.

Compensation:
• Hourly rate: $8.00 per hour; for returning conference workers the pay rate may be higher.
As a Conference Assistant you are required to live in the Resident Hall you are assigned to during your employment period. A standard accommodation in a residence hall will be provided until your employment period ends. *Note: you may be required to move more than once during the employment period.

A monthly stipend of $200 Diamond Dollars will be provided. Disbursement dates will be May 18th, June 17th, and July 17th.

**Dates to remember:**
Due to the competitiveness of this position and the limited number of openings, the following are important dates to remember:

- Application deadline is February 28, 2014.
- If you are selected for an interview, you will be contacted by March 7, 2014.
- Interviews will be held March 7- March 21, 2014.
- Final decisions will be made no later than April 11, 2014.
- MANDATORY Training session will be held on May 6-7, 2014 and May 16-May 17, 2014.

**To apply:**
You must provide one written letter of reference from a recent employer, professor or internship with your application. If you wish, this written letter of reference can be included in the Employment History section of the application or fax to 215-204-1990. Employment offers are contingent upon background check.