CONFERENCE ASSISTANT (2016)

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 seven 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. Offices are open seven days a week from 8am-7pm, including holidays.

Your role:

As a Conference Assistant, you are responsible for assisting conference guests for the full length of their stay, from arrival to departure. You provide complete client support by undertaking tasks such as preparing client materials, welcome bags, assembling key packets, maintaining guest logs, assembling and distributing linen packets, and setting up and breaking down event functions.

Time commitment:

Minimum of 20 hours per week with a maximum of 39 hours a week in a 7 day work week. This also includes duty time. Must be willing to work a flexible schedule including weekdays, evenings, weekends and holidays. Overtime is not available for this position. The schedule may change every week depending on conference arrival and departure times. All employees must also attend the mandatory training prior to the start of conference season.

Employment Period:

May 7, 2016 - August 14, 2016*. Vacations are allowed with 2 weeks prior notice. All vacation time must be approved prior to the time of requested vacation.
*End date of employment may change depending on conference season schedule

Responsibilities:

Customer Service/Administrative

- Assembling and distributing welcome materials and linens, issuing keys, updating records, answering questions and other duties as assigned.
- Represent Temple in a professional manner at all times, including 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.
- Assist with the setting up and taking down of registration areas.
- Assist in opening and closing of conference operations at the beginning and end of summer. This may involve lifting and moving of items, performing room checks, 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.
Security

- Duty tasks include conducting rounds of building, reporting any safety or security issues, as well as potential maintenance issues, security issues, lockouts, etc.
- 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 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 rooms and common areas as assigned.

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

Qualifications/Requirements:

- Must be a full-time, matriculated Temple University student in good academic standing.
- GPA requirement of 2.75 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.
- 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 are to be determined.

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 5, 2016
• If you are selected for an interview, you will be contacted by February 17, 2016
• Interviews will be held February 24 – March 11, 2016
• Final decisions will be made no later than March 18, 2016
• MANDATORY Training session will be held on April 23, 2016

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 email it to templecs@temple.edu. Employment offers are contingent upon background check.