

JOB DESCRIPTION

Summer Conference Assistants play an integral role to the daily management, leadership, and operations of camps and conferences at the University of Portland. They assist with conference preparations, facilities management, peer leadership and support, administrative tasks, and guest relations.

This position is designed to provide opportunities to hone customer service skills, team development, and program administration and execution. Employees will also receive education about the Congregation of Holy Cross, its charisms, and the importance of building welcoming environments for our guests and students. Additionally, students will have opportunities to learn about leadership development, staff supervision, and careers in higher education. Student employees will also receive ample feedback throughout their summer experience as a Summer Conference Assistant.

Job Summary:

ESSENTIAL JOB FUNCTIONS OF THE POSITION

Responsibilities include, but may not be limited to. The following:

Peer Leadership and Support

- Develop and maintain on-going professional relationships with fellow staff.
- Demonstrate a positive attitude and commitment toward teamwork and community building.
- Provide direction, instruction, and leadership to fellow staff members during guest check-in/check-out periods.
- Assist in all housing areas when the conference schedule requires additional staffing.
- Assist fellow staff in completing assignments and meeting deadlines.

Customer Service

- Assist conference guests with check-in and check-out procedures.
- Follow up on guest concerns and questions in a courteous and timely manner.
- Serve as an information resource for conference guests.
- Treat all conference guests in a respectful and helpful manner.

Guest Relations

- Demonstrate initiative in greeting conference guests during their stay on campus.
- Develop and maintain on-going professional relationships with conference guests.
- Maintain and update information centers such as bulletin boards and display areas regularly.
- Create guest brochure/pamphlet with helpful resources, information, and frequently asked questions about the University and city of Portland.
- Communicate suggestions and make recommendations to immediate supervisor when appropriate.
- Respond to negative conduct from individuals through appropriate channels.
- Prepare conference guest rosters and room assignments when appropriate.
- Confirm that residence hall(s) are ready for group check-in (i.e.: appropriate signage posted, desk materials set, rooms prepared, etc.).

Facilities Management

- Prepare key packets prior to and inventory all keys following each conference.
- Investigate, report, and follow up on damage to guest rooms, hallways, and community areas.
- Assist in reporting maintenance and housekeeping concerns. Address minor concerns when possible.
- Assist in comparison of guest room rosters with actual room occupancy on a regular basis (re-assignments, no shows, etc.).

- Monitor linen room inventory and report needs to housekeeping staff.
- Inform guests of fire evacuation procedures and general safety and security policies. Conduct periodic reviews and enforce policy when needed.
- Complete room checks prior to and following guest stay.
- Manage supplies, binders, and other resources available at hall front desks.
- Assist with room preparation (distribution of new linen, toiletries, welcome information, etc.).
- Assist with common area set up and tear down for check-ins, check-outs, and special requests.

Administration

- Complete Conference Assistant training program.
- Attend In-Service training programs as directed.
- Attend weekly staff meetings and participate in staff activities as directed.
- Attend and participate in weekly camp/conference management team meetings.
- Participate in scheduled desk shifts, on-call duty/nightly rounds, and administrative hours when necessary.
- Assist in maintaining efficient front desk operations; review front desk & duty logs regularly.
- Assist with conference preparation, set up, check-ins and check-outs.
- Assist with preparing front desks and residence halls for transition from summer operations to fall opening and early arrivals.
- Create directional & informational signage appropriate to specific camps/conferences.
- Draft end of conference reports documenting pertinent information and details about facilities, guest conduct/behavior, check-in and check-out procedures, and staff observations/feedback.
- Perform other duties as assigned by supervisor(s).

MINIMUM QUALIFICATIONS

- Must be enrolled in classes for the 2016-2017 academic year.
- Must be able to work at least 15 hours per week and duration of all camps/conferences assigned. Other employment must be approved by the Associate Director for Housing.
- All summer session classes must be approved by the Associate Director for Housing.
- Must reside on-campus when on-call (housing in summer residence hall provided for duration of summer employment).
- This position requires flexible scheduling and availability at various hours, seven days a week.
- Must be accessible and available the duration of assigned camps/conferences including presence at camp/conference check-in and check-out.
- Positive attitude; team player.
- Strong interpersonal communication skills.
- Strong organizational skills, attention to details, and demonstrated ability to multi-task.
- Prior camp and conference staffing is preferred, but not required.
- At least one year of on campus residence is preferred, but not required.
- Mandatory participation in two summer staff training sessions: Wednesday, April 20, 2016 from 3:00 p.m. to 6:00 p.m. (tentative) and Friday, April 29, 2016 from 1:30 p.m. – 4:30 p.m. (tentative).
- Availability from Friday, April 29, 2016 to Friday, August 19, 2016 – all vacations and multiple days away need to be approved by the Associate Director for Housing.

COMPENSATION

- \$10/hour hourly wage (on-call duty hours paid when actively addressing issues).
- Summer housing in a double room in the designated summer residence hall for approximately 15 weeks at no cost; ability to pay the difference for a single room, should one be available. You may request a particular summer roommate.
- Interim housing in May and August at no cost.