WORKING TITLE: Conference Desk Assistant

REPORTS TO: Conference Supervisor

POSITION FUNCTION:
To serve as a liaison between the University administration and the Summer Conference Program participants; to assist the participants in the enforcement of the University and Residence Life policies; to be responsible for assisting the Conference Coordinator in promoting the general well-being of the residence halls and its summer program participants.

RESPONSIBILITIES:

Administrative
- Participate in staff meetings and attend all training and in-service meetings. Desk Assistants are also encouraged to attend departmental social events planned throughout the summer by the Conference Supervisor(s).
- Provide safety and security to the facility and summer participants by being present in that building during scheduled hours.
- Report all violations of the University’s student conduct codes and file appropriate Incident Reports and Conduct Reports for all situations.
- Manage front desk supplies appropriately.
- Handle lost and found items according to policy and procedure.

Customer Service
- Maintain an outstanding personal appearance and positive attitude at all times.
- Greet guests and promptly attend to all needs.
- Provide information to all guests in a courteous and informative manner.
- Assist participants in knowing what is expected of them and the reasons for these expectations.
- Register guests and obtain all pertinent information and write this information legibly.
- Be aware of room availability and handle all room changes at the earliest convenient time and complete necessary paperwork.
- Create welcome banners, informational signs, bulletin boards, door decorations, program publicity and other signs for summer participants as outlined by Conference Supervisor and Residence Life.
- Handle the basic responsibility of maintaining a neat front desk.
- Inform the Central Office of any guest complaints, unusual occurrences, or disturbances.
- Be able to effectively refer participants for assistance. Have reference materials available.
- Be thoroughly familiar with:
  - all room locations and room layouts.
  - telephone numbers and names of department personnel.
  - any and all special events or activities within the hall and their location.
  - local points of interest and other pertinent area information.

Availability
- Schedule an average of 10-20 hour work week each week. Desk Assistants may work up to 29 hours per week.
- Be available to assist in covering desk hours on weekends or holidays in any of the Residence Life buildings when required.

Miscellaneous
- Conduct yourself in an honest, conscientious, and courteous manner at all times, showing respect for persons of all backgrounds, races, genders, interests and abilities.
- Develop individual respect for one another, respect for personal and university property, and University policies.
- Perform other duties as assigned by the Residence Life Office.