

Conference Desk Assistant Position Description

Supervised By: Area Coordinator

Purpose of the Position

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

Compensation

Minimum Wage per hour (returning staff receive minimum wage + \$0.20 per hour)

On-campus room available at a discounted rate

Primary Duties

Administrative

- Participate in staff meetings and attend all trainings. Work closely with the Conference Coordinator, Area Coordinator, and Senior Conference Assistant to welcome guests and provide the best possible experience for them. This may include doing building walkthroughs with or without the group coordinators and taking shifts in the main UM Housing.
- Provide safety and security to the facility and summer program participants by being present in the building during scheduled hours.
- Report all violations of the University's student conduct codes and file appropriate Maxient reports for all situations.
- Manage front desk supplies appropriately.
- Handle lost and found items according to policy and procedure.
- Assist in accurate key management including maintenance of key inventories.
- Assist with logging packages and distributing mail.
- Execute administrative duties as assigned.

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.
- Assist the Area Coordinator and Conference Coordinator in coordinating and reporting room assignments and changes within the hall, as well as check-in and checkout procedures during each conference group.
- Be aware of room availability and handle all room changes at the earliest convenient time and complete necessary paperwork.
- Handle the basic responsibility of maintaining a neat front desk.
- Create welcome banners, informational signs, bulletin boards, door decorations (if applicable), program publicity, and other signs for summer program participants as outlined by the Area Coordinator and Conference Coordinator.
- Inform RLO 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; and
- points of interest and other pertinent area information.

Custodial

- Custodial duties will be mandatory, not optional. Continuous physical labor, heavy lifting, bending, exposure to cleaning chemicals, and outdoor work with exposure to the elements will all be part of the position description.
- When engaging in custodial hours, these hours must be pre-arranged with the Custodial Supervisor. Shifts must be scheduled in either 4 or 8 hour shifts.

Availability

- Be available to assist in covering desk hours on weekends or holidays in any of the UM Housing buildings when required.

Additional Expectations

- 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 UM Housing.