

CONFERENCE ASSISTANT - CA

Job Description

Overview:

California State University, Sacramento is committed to an equitable and inclusive campus culture. Successful applicants for this position are expected to be developing and practicing cultural competence in their work. The Conference Assistant position is responsible for assisting Conference & Event Services with the day-to-day operations of the program including preparation and delivery of conference accommodation services. The Conference Assistant position is a part-time, summer season position only. The duties consist of, but are not limited to: set up and break down of suites, rooms, inventory of supplies and suites utilized, administrative duties, customer service relations, on-call duty rotation, and assistance with facilities issues. Conference Assistants are expected to be flexible, work successfully with change, and reflect a high-quality customer-service attitude.

Compensation and Hours:

\$16.00 per hour, plus room accommodations on-campus during summer employment. Dates vary on start and end date of employment.

Approximately 25-40 hours per week, (average is 30 hours per week), not to exceed 40 hours. Conference & Event Services operates 24/7 – (7) seven days a week, (24) twenty-four hours each day. Varied work week including days, weekends and late shift work, and overnight on-call rotation and holidays. Rotating Shifts: 8:00 a.m – 5:00 p.m., 6:00 a.m. – 3:00 p.m., 2:00 p.m. – 11:00 p.m., 10:00 p.m. – 7:00 a.m.

Spring training sessions will occur each month (Feb 9, March 8, April 12, 2024 – Anticipated training times 3:00 p.m. – 5:00 p.m.).

Employee Learning Outcomes:

Student employees will be able to:

- Identify residence hall staff as resources during emergency situations and communicate with them frequently and appropriately
- Recall basic emergency response protocol relevant to location
- Demonstrate competence in administrative duties (paperwork, attend mandatory meetings, complete time sheets)
- Define their expected level of customer service, responsibility, role modeling, flexibility, and communication
- Utilize campus resources to solve problems related to the job/assist in job duties

Job Summary:

Under the general supervision of the Conference & Events Coordinator, the incumbent has responsibility to:

- Create and maintain a welcoming, equitable, and inclusive environment in the hall surroundings and the general environment.
- Develop working knowledge of conference group schedules and purpose in order to better serve the group needs.
- Distribution/collection of room keys/electric access keys, and other necessary documentation.
- Assist in keeping accurate key/electric access key inventories and documenting all key/ electric access key issues.
- Complete room assessments before and after each conference, and insure all arrangements are in order. Submit work order requests in AIM as needed.
- Entering guest and conference data into the conference database system and preparing all guest check-in materials.
- Document conference guest and summer student violations and submit incident reports.
- Assist conference guests/students/parents/university personnel through daily customer service operations that include, but are not limited to, answering the front desk phone, taking messages, handling guest check-in/check-out, procedure articulation, providing general information, providing referrals, and reporting specific needs/concerns of guests.
- Observe confidentiality between conference groups and Conference & Event Services.
- Maintain complete and up-to-date records for each conference group.
- Prepare room assignments, registration lists, key check-out process, lost key report, damage lists, and miscellaneous reports as necessary.
- Maintain an accurate log of tasks accomplished, areas that need attention, concerns of conference groups, and other general information to be shared with the Housing Conference team.
- Respond to and assist with any issues that may arise during on-call duty rotation, which could have an impact on the health and safety of guests and residents, during non-office hours and contact the appropriate professional staff.
- Attend and participate in staff meetings, which impact Conference & Event Service staff duties and responsibilities.
- Maintain the lobby area, mailbox area, and desk area in a clean and orderly fashion.
- Pick up mail from the Hornet Mail Center, log packages into StarRez system, and distribute packages to guests and residents.
- Ensure that only Conference & Event Service staff are in the desk area.
- Ensure that the desk area is left in a neat and orderly manner at the end of the shift.
- Assists with event management duties in and around the event spaces prior to and during events which include: American River Courtyard Large Conference Room A and B, AMC Small Conference Room, Riverview Elderberry and Beetle Rooms, Riverview Classroom, Housing Quad, and other locations.
- Works directly with the event client before and during events to ensure proper equipment operation and room setup requirements.
- Prepare room arrangements, setup registration area, assist with check-in/check-out process, track and document damages.
- Assist presenters with setup and use of Audio/Visual equipment during events.
- Setup, test audio/video equipment including projectors, build-in computer, microphones and speakers prior to event.

- Assist with event setup and breakdown, including the transporting and layout of tables, chairs, stanchions, and podiums. Setup conference/meeting rooms into various configurations.
- May require cleaning of tables, tossing trash, cleaning dry erase boards and vacuum as needed.
- Other duties as assigned by the supervisor.

All appointments are made for the summer season only and are contingent upon performance, departmental need, available funding, and positive disciplinary standing.

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions. Every Conference Assistant is also subject to a criminal background check.

Minimum Qualifications:

- Must be in good conduct standing with the University when appointed and for the duration of the employment period
- Undergraduates must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed);
 - Semester GPA of 1.25-1.99 will result in being placed on Probation.
 - Semester GPA of 1.24 or below will result in release from role.
- Graduate students must be in good academic standing (minimum cumulative GPA of 3.0 and for each semester while employed);
- Must be enrolled in at least six (6) units each semester (undergraduate) and four (4) units each semester (graduate) at CSU, Sacramento while employed.
- Must have availability to work a varied work schedule
- Must be available to participate in overnight on-call duty rotation when assigned from 10:00 p.m. to 7:00 a.m. During duty, Conference & Event Services staff are not to leave campus between the hours of 10:00 p.m., to 7:00 a.m., except as approved by the Residential Hall Coordinator on-duty.
- Must be able to lift, carry, push, pull 30 pounds regularly/occasionally
- Must be able to ascend and descend stairs (three (3) flights of stairs)
- A room is provided to Conference & Event Services staff that do not live on-campus during summer employment.
- Must be available days, nights, weekends, and holidays as scheduled
- No training on May 29, 2024 - Memorial Day (campus closed)
- No time off approved for these specific dates: June 12, June 15, June 22, June 24/25, June 30, July 4, 2024.

Mandatory In Person Training Dates

- Must be available for mandatory Conference & Event Services training from May 20 – June 5, 2024 (no exceptions). No time off first three weeks of training.

Required Qualifications:

- Ability to work in a diverse environment with college students, parents, guardians, and guests

- Self-motivated and able to work independently with nominal supervision
- Excellent time management, communication, administrative, organizational, and customer service skills
- Ability to respond to safety and emergency situations
- Ability to maintain confidentiality
- Proficient use of basic computer applications
- Ability to work a flexible schedule, including evenings, weekends, and holidays
- Must understand and support (through words and deeds) the University Housing Services Mission, Goals, and Values

Accountability:

Failure to meet the position qualifications and job responsibilities may result in job action, including verbal warning, written warning and action plan, probation, and termination.

A determination of probation and termination will be reached in instances where there are repeated job performance issues (i.e. Late to shift, not completing an administrative function correctly, etc.) or if a staff member commits an egregious error (inappropriate use of access, providing keys and information to those that don't live in a specific space, possession, and/or use of alcohol or drugs at work, etc.). Staff released from their role, may also be released from other positions they hold in University Housing Services depending on the performance concern.

Background Check:

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with California State University, Sacramento. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current California State University, Sacramento employees who apply for the position.