

# CONFERENCE ASSISTANT - CA

## Job Description

### Overview:

California State University, Sacramento is committed to an equitable and inclusive campus culture and 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 Housing Conference 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 not limited to: set up and break down of suites, rooms, & apartments, inventory of supplies and apartments 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:

\$15.00 per hour, plus room accommodations on-campus beginning May 25, 2022 through August 20, 2022.

Approximately 25-40 hours per week, (average is 30 hours per week), but not to exceed 40 hours; varied work week including weekends and late shift work, and overnight on-call rotation. Due to a varied work schedule availability for taking summer classes is not advised. Online courses are permitted.

### 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 a Conference Coordinator, the incumbent has responsibility for:

- 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, parking permits, 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.
- 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 Housing Conference 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.
- Keep appropriate records of all petty cash transactions, balancing petty cash account at the close of each shift.
- 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 Housing Conference 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 Housing Conference 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.

### **Minimum Qualifications:**

- Must be in good conduct standing with the University when appointed and for the duration of the employment period
- Must be in good academic standing (minimum spring semester GPA of 2.0 and cumulative GPA of 2.0)
- 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, Housing Conference Services staff are not to leave campus after 10:00 pm, except as approved by the Residential Life Coordinator on-duty. A room is provided to those Housing Conference Services staff that do not live on-campus.
- Must be available nights, weekends, and holidays, including the dates of June 18 and June 25, & July 4, 2022. No time off approved for these specific dates.
- Must be available for mandatory Housing Conference Services training from Wednesday, May 25, 2022 – Friday, June 3, 2022. No exceptions – training is mandatory.

### **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

### **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.

### **Equal Employment Opportunity:**

California State University, Sacramento is an Affirmative Action/Equal Opportunity Employer and has a strong institutional commitment to the principle of diversity in all areas. We consider qualified applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Sacramento State hires only those individuals who are lawfully authorized to accept employment in the United States.

It is the policy of California State University, Sacramento to provide reasonable accommodations for qualified persons with disabilities who are employees or applicants for employment. If you need a disability related reasonable accommodation as part of the application and/or interviewing process, Information for Job applicants - (<https://www.csus.edu/compliance/hr-compliance/job-applicants.html>).

The University is committed to creating an education and working environment free from discrimination, sexual harassment, sexual violence, domestic violence, dating violence, and stalking. HR Compliance, Mandatory DHR Compliance Training - (<https://www.csus.edu/compliance/hr-compliance/mandatory-dhr-training.html>).

Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act and Campus Fire Safety Right-To-know Act Notification. Campus Safety - (<https://www.csus.edu/campus-safety/>).

## How to Apply:

Career Center's [Handshake](https://csus.joinhandshake.com/login) (<https://csus.joinhandshake.com/login>).

## Job Posting:

**Job Title:** 2022 Conference Assistant

All applicants must sign in to apply for positions.

**DEADLINE: SUNDAY, NOVEMBER 14, 2022 BY MIDNIGHT.**

**Conference Student Assistants are hourly-intermittent, temporary positions ending on or before August 20, 2022, and contingent upon funding, work performance and the recommendation of the supervisor. Student employment in a temporary assignment may end before or be extended beyond the appointment expiration date and is contingent upon availability of funds and operational needs of the university. Employees of the University are required to follow campus COVID-19 guidelines. This employment is contingent upon campus permitting summer conferences.**

## For questions regarding this position:

Please email [UHS Jobs](mailto:uhs-jobs@csus.edu) ([uhs-jobs@csus.edu](mailto:uhs-jobs@csus.edu))