

Conference Assistant Position Description

University Housing
Appalachian State University

Position Description

The Conference Assistant (CA) is primarily responsible for providing customer service to individuals and groups participating in summer conferences at Appalachian State University. As a member of the Summer Conferences staff, the CA is responsible for a variety of administrative and public-relations functions including, but not limited to, the following:

- Develop positive, open working relationships with conference guests including adolescents attending academic academies and sport camps, freshman students attending summer orientation, and adults attending continuing education or recreational workshops.
- Develop positive working relationships with fellow staff members, including Conference Assistant staff, Conference Directors, Coordinators, the Assistant Director of Conferences, Conference & Camp Services staff, and security staff.
- Act as a positive role model representing Appalachian State University, University Housing and Conference & Camp Services.
- With other Conference Assistant staff, prepare buildings for summer occupancy. This includes conducting damage inspections and key inventories, preparing bulletin boards, and setting up hall offices.
- Coordinate the check-in and check-out of conference guests. This includes providing good customer service, conducting pre- and post- room checks for damages, completing appropriate paperwork, and inventorying room keys.
- Work at the summer conferences service desk, providing customer service to conference guests and coordinators by assisting with early or late check-ins and check-outs, answering questions, submitting work orders, and responding to guest needs.
- Provide overnight supervision as needed to conference guests.
- Attend a weekly staff meeting to coordinate efforts with other staff and receive updates.
- Assist with early arrivals for fall semester.
- Complete other tasks as assigned by Conference Director.

Dates of Employment

Conference Assistant start date is May 13, 2015 and will continue through Wednesday, August 11, 2015. Conference Assistants will work an average of 20-25 hours per week. Hours will vary from week to week to week based on conference schedule.

Compensation

Conference Assistants will be paid \$8.25 per hour and will work an average of 20-25 hours per week. Conference Assistants are required to live on campus for the summer and are provided housing as part of their compensation package.

Qualifications for Conference Assistants

- Must have a minimum grade point average (G.P.A.) of 2.50.
- Must be in good standing with the Office of Student Conduct and in good legal standing in the state of North Carolina.
- Must not engage in or agree to additional on-campus employment while employed as a Conference Assistant.
- Conference Assistants may take one class per summer session.
- Must be enrolled in classes for Spring 2015 and Fall 2015.
- Must currently live on campus.