Position Title: Conference Assistant (CA)
Department: Student Housing & Conference Services
Dates of Employment: May 23, 2017 – August 23, 2017

**Major Responsibility Areas**

**Administrative Duties 40%**
This position requires a high level of customer service to check-in and out groups with confirmed reservations, a strong sense of organization and the ability to pay attention to detail. Major responsibilities include:

- A firm working knowledge of Excel. Will be required to enter data on client rosters, floor plans, spreadsheets and forms.
- Ability to work with Microsoft Word; good writing skills essential for client emails, correspondences and memos.
- Creativity for personalizing signage by hand or with computer programs such as Microsoft Publisher or PowerPoint.
- Responsible for submitting key requests in a timely manner for assignment and uploading keys on the doors.
- Work with staff to request/pick-up parking permits and meal card orders prior to group check-in.
- Ensure group materials are ready for pick-up and distribution upon arrival.
- Establishing communication with international conference guests and group leaders in a professional manner.

**Operations Work 40%**
The CA is responsible for preparing the apartments for arrival and departure. The position also requires assisting group coordinators at special events. Major duties would include:

- Inspecting apartments prior to groups’ arrival, after their departure and completing an Apartment Condition Report.
- Coordination and communication with the Operations department to prepare apartments.
- Ensure all amenities and special orders are delivered promptly.
- Communicate with the crew to ensure apartments are ready and stocked prior to check-in.
- Turn on A/Cs in the apartments prior to guests’ arrival and shut off A/C’s after check-out.
- Prepare lobbies for check-in; be available for group special events.
- Assist crew with set up of classrooms and pool party reservations.

**On-Call Responsibilities 15%**
CA is required to work one scheduled day per week on call from 8pm-8am and is required to carry a duty phone. During this time CA is expected to check conference groups that arrive outside of normal business hours, and handle emergencies which may arise.

**Special Projects 5%**
The CA is required to attend staff training and one mandatory staff meeting every week. The CA may be asked to assist the Manager or Coordinator of Conference & Hospitality Services with special projects or other duties throughout the summer.

**Work Schedule**
The Conference Services Office is open seven days a week from 8am-8pm. The CA will be assigned a morning, or afternoon shift: 8am – 2pm, or 2pm – 8pm. At the end of the training period, all CAs are offered the different schedule options and as a group, decide their regular schedule for the summer.

**Qualifications**
Requires the ability to work independently and handle and prioritize multiple tasks. Must establish and maintain cooperative working relationships with various levels of staff, management, and outside vendors. **Skills:** excel and Word. **Required:** Must be in good physical health, able to lift at least 30 pounds and walk extensively.

**Eligibility Requirements**
Candidate must be a CSUN student in good standing and maintain a minimum semester & cumulative GPA of 2.5 and must be available for employment from May 23, 2017 through August 23, 2017. CAs must live in Student Housing during their employment.

**Compensation**
Receive a single room in a student housing apartment with kitchen for answering duty phone one night each week. CAs will be scheduled to work 30 hours per week, with pay, at minimum wage per hour.