Position Title: Conference Assistant
Department: Student Housing & Conference Services
Dates of Employment: May 21, 2019 to August 24, 2019

This sheet provides an overview of the Conference Assistants (CAs) job responsibilities; however, the responsibilities are not limited to those listed.

Major Areas of Responsibility

Administrative Duties 45%
This position requires a high level of customer service to check groups in and out, a strong sense of organization and the ability to pay attention to detail.
- CAs need a firm working knowledge of Excel. CAs will enter data on client rosters, floor plans, spreadsheets, forms, and for invoicing (Payment Summaries) using Microsoft Excel and Excel within Google Docs.
- Responsible for heavy phone coverage – taking clear messages, conveying information to clients and group participants, troubleshooting issues and providing resolutions.
- Ability to work with Microsoft Word; good writing skills essential for composing client emails, corresponding back and forth with clients and typing memos.
- Creativity for personalizing signage by hand or with computer programs such as Adobe Illustrator, Microsoft Publisher or PowerPoint.
- Work with staff to request and/or pick-up parking permits and meal card orders prior to a groups check-in.
- Ensure group materials (room keys and assignment cards/maps, parking or dining cards) are ready for pick-up and distribution upon arrival.

Operations Work 40%
The CA is responsible for preparing the apartments for a group’s arrival and departure. The position also requires assisting group coordinators at special events. Major duties include:
- Inspect apartments prior to groups’ arrival, after their departure and completing an Apartment Condition Report.
- Coordinate and communicate with the Operations Department to ensure apartments are ready for guests.
- 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 checkout.
- Prepare lobbies for check-in; be available for group special events.
- Assist crew with set up of classrooms and pool party reservations.
- Enter work order requests in the IHP ticket system, make room keys in Onity and upload doors when there are locking plan changes.

On-Call Responsibilities 10%
CAs are required to work one (1) scheduled on-call duty night, from 8:00 pm to 8:00 am, and carry the duty phone to respond to calls from groups and to resolve issues. During this time, the CA must assist with after-hours check-ins and handle emergencies as they arise.

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

Work Schedule
The Conference Services Office is open seven days a week from 8:00 am to 8:00 pm. CA’s are scheduled to work 30 to 40 hours per week. Actual schedules can vary from week to week depending on conference group needs and will occasionally include work hours after the conference office closes, on weekends, and the 4th of July Holiday.

**Qualifications**
Requires the ability to work independently, handle and prioritize multiple tasks. Must establish and maintain cooperative working relationships with various levels of staff, management and outside vendors.

**Required Skills**
Must be in good physical health, able to lift at least 30 pounds, walk extensively and will be subject to duties in an air conditioned office/building and outside in the heat. Knowledge of Microsoft Excel and Word, Gmail and Google Docs and Adobe Illustrator is preferred.

**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 21, 2019 through August 24, 2019. CA’s must live in Student Housing during their employment with Conference Services.

**Compensation**
In exchange for answering the duty phone one to two nights per week, CAs receive a single room in a student housing apartment that is equipped with a kitchen. CAs are scheduled to work 30 to 40 hours per week, with pay at minimum wage.