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

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

Major Areas of Responsibility

Apartment set-up 65%
- Check the condition of apartments/suites before conference groups arrive and after they have departed.
- Help make room key cards and check each key card in unit doors prior to the guests’ arrival.
- Deliver TV’s, microwaves and coffee pots to guests who have ordered them.
- Deliver linen packets and amenities to all apartments prior to our guest’s arrival.
- Turn on A/C prior to guest’s arrival.
- Help conference guests move to other units if A/C units do not work.
- Attend to last minute requests communicated by the conference groups.
- Troubleshoot issues with smoke detectors that need batteries, outlets in the kitchen and/or bathroom that need resetting, stoves that do not appear to work because they need to be plugged in and plunge clogged toilets/
- Collect items left by guests - dirty linen, pillows, etc.
- Maintain inventory of borrowed/rented appliances, tables and chairs and linen (clean and dirty).
- Work with Mission Linen to coordinate clean linen deliveries and dirty linen site pick-ups.

Event Support 20%
- Deliver, set-up and breakdown tables & chairs for all conference events in common areas such as swimming pool decks, classrooms, lounges, recreation rooms, and outdoor green spaces.
- Deliver, set-up and breakdown tables & chairs for conference group check-ins and checkouts.
- Check condition of event space prior to conference group’s use and work with Operations staff to ensure problems are resolved prior to any events.
- Maintain inventory of conference tables & chairs and ensure all amenities and special orders are promptly delivered.
- Attend to last minute event requests as necessary and check the IHP system for reservation details.

On-Call Responsibilities 10%
COC’s 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 Crew member must assist with after-hours check-ins and handle emergencies as they arise.

Special Projects 5%
The COC is required to attend staff training and one mandatory staff meeting that occurs every week during the entire summer. The COC 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. COC’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**
Candidates must possess the ability to work independently, handle and prioritize multiple tasks. Candidates 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 40 pounds, withstand hot summer months outside in the heat, 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 21, 2019 through August 24, 2019. Crew must live in Student Housing during their employment with Conference Services. Crew members are expected to have a clean driving record and pass a DMV records check to be able to be approved to drive a state powered cart.

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