Frequently Asked Questions about the Conference Services jobs

There are two jobs that students can hold in Conference Services. They are the Conference Assistants’ (CAs) and Crew Members. The main responsibilities are to assist the Conference Services staff with day-to-day operations of the residence halls during the summer months. Between May 21 and August 24, CSUN Student Housing hosts many diverse groups and individuals that are visiting the Northridge area and utilize our Housing Facilities.

CAs and Crew play an integral role in facilitating a successful conference housing program by serving as ambassadors to the University and surrounding community. They provide exceptional customer service, assist in various administrative processes, and provide a welcoming experience for our summer guests. Through interaction with guests of all ages, we have a unique opportunity to promote the University to future students, parents and members of the community. Working for summer conferences is also a great opportunity to enhance your skills and work with a great team in a fast-paced and dynamic environment!

1. **Do I need to have Conference experience for this job?**
   No, however, experience gained from working in any job that required you to meet with the general public and provide quality customer service is helpful. Students who have a positive, enthusiastic attitude and the willingness to pitch in and help whether the job is talking with Conference Educators, greeting guests, checking guests into the Resident Halls, keying data into a spread sheet, vacuuming an apartment or helping set up tables and chairs at the pool for an event, will succeed in this position. General office skills, basic data entry in Microsoft Excel and Google Docs, using email and heavy phone coverage as well as light administrative duties are required. We are looking for ambitious students who like to work in a team atmosphere and are able to provide quality customer service.

2. **What are the duties as a Conference Assistant (CA)?**
   The Conference Assistant (CA) job is similar to working in a hotel. CA’s are responsible for contributing to the overall management, operation and effectiveness of the Conference Program. This includes but is not limited to, facilitating guest check-in/out, assisting with room assignments, providing room preparation and linen services, administering and testing card keys, managing front desk hospitality and services and addressing safety and security needs of guests.

   Each CA is assigned to work with several conference groups and is responsible for communicating with the Director of those groups. The CA contacts the Director to request rosters, floor plans and asks if any of their participants have any special needs, which we accommodate during their stay in the Resident Halls.

   Once the group arrives, the CA provides each guest their card key and maps. The CA remains in contact with the Director during their stay to assist with any additional requests and is responsible to make sure all the paperwork is placed in the conference group’s files and helps with their final billing.

3. **What are the Conference Operations Crew (COC) job duties?**
   This position is responsible for the preparation of all guests’ rooms, common areas, auditoriums, classrooms and pool facilities. This is a very physical job, which requires you to be outside in the heat most of the day conducting event set ups and tear downs.
Crew Members will be given work tickets which consist of: setting up tables and chairs for pool parties, auditoriums, classrooms; preparing/delivering/picking up linen packets, helping guests with their suitcases, help facilitate guests room changes, lift and carry microwaves, TV’s and amenities upstairs to apartments. There may be times when an apartment needs a quick vacuuming and a lite wiping of kitchen and bathroom counters or the occasional toilet plunging. We recommend that anyone applying for this position must be in excellent physical condition and can lift and carry up to 40 pound up three flights of stairs. There may be a few days the Crew assist the CA’s in the office, such as, during large check-ins. In this job capacity, it is required that the Crew work as a team.

4. **Is the 4 day training, scheduled for May 21 – 24, 2019, mandatory?**
   If you are hired you must attend the training. During this training, you will be paid, provided snacks, meals, and every aspect of the Conference student’s job will be covered. It is the philosophy of the Conference Office that a well-trained employee, who knows their job, will be successful. Our staff training is critical to a successful summer, if a student misses one training day they will be terminated immediately. Additionally, there are weekly mandatory staff meetings throughout the summer.

5. **Is housing provided?**
   Yes, the CA and Crew Members answer the night duty phone once a week in exchange for their weekly housing cost (water, electric, internet access and cable TV are also included). CA’s and Crew share an apartment with one other employee, but will have their own bedroom.

6. **How does the night duty phone work?**
   Once a week each CA and Crew Member will be required to answer the duty phone from 8:00 pm until 8:00 am. During the night, the CA and Crew Member will assist guests with the following types of services:
   - Check in guests arriving from the airport
   - Move guests to other apartments due to flooding or other situations
   - Go to buildings and open doors for guests who have been locked out of their room
   - Emergencies: call the police; contact the Conference Services Manager, and remain with the guest until police and/or emergency crews arrive
   - Lock up the Community Center after late night events
   - Perform housing facility rounds (walk through all the buildings and lock the MPR)

   Guests can call at all hours of the night. The CA/Crew on duty is required to resolve these calls, call the police and/or the CD on Duty or Conference Services Manager to resolve the problem. During the CA’s/Crew’s duty night they **cannot leave** the Student housing complex as they must be available to go to the Resident Halls to handle the Conference guests emergencies in a timely manner. After each **incident**, the CA/Crew is to write up what happened, while it is fresh in their mind, even if it is 3:00 am in the morning.

7. **What is the Conference Assistant daily hours?** (These hours do not apply to crew)
   CAs are scheduled to work 30 or more hours each week. There are two daily shifts:
   - Mornings: 8am – 2pm
• **Afternoons: 2pm – 8pm**

The CA will work 5 days with two days off. Days off are not always consecutive days. The time of their shift can vary daily during the five days they work (either a morning or afternoon daily shift) but once their shift is assigned, it remains the same all summer. Shifts will include Saturdays, Sundays and holidays. Both the CA and Crew will be required to work nights, weekends and holidays. **Shift schedules will be determined during training.**

8. **When does Conference season begin and end?**
Conference season begins on May 21 and goes through August 24.

9. **Can I take summer school classes?**
The University policy is that a student taking a summer school class is only permitted to work 20 hours a week. The Conference Services Office expects conference students to work a minimum of 30 hours or more hours each week.

10. **Can I have outside employment while employed as a Conference Assistant/Crew Member?**
Conference Students are hired to work 30 or more hours weekly, plus answer the duty phone one night a week from 8pm until 8am. The Conference Services Office strongly recommends students do not have another job.

11. **Can I be a Fall 2019 RA or an Academic Mentor and a Conference Assistant?**
No, because the training for the Residential Advisor and Academic Mentor positions overlaps with the end of the CA job. The Conference Assistants and Crew must work through August 24, 2019.

12. **How many students are hired for the summer conference positions?**
There will be an estimated total of 15 students that will be hired and work for the Conference Services office for summer 2019.

13. **Do I have to wear a uniform?**
Each Conference Services student will receive shirts. Both CA’s and Crew will be required to wear the polo shirt or T-shirt that will be provided to you during training, at no charge. CA’s and Crew are permitted to wear jeans (no holes); khaki’s pants (black or tan) with the shirts, as long as they look appropriate. Closed toe shoes are required as well.

14. **Do I have to work outdoors?**
Yes, there will be some outdoor work required for the CA’s, although most of the work will be inside the Conference Office. The majority of the Crew’s job will be outdoors: setting up the pool area, delivering linen and amenities to Resident Halls, checking on guests during events, and running errands on campus, etc...

15. **Do I have to move out of the Resident Halls on May 18, 2019?**
No, the students who have been hired as Conference Assistants or Crew will be given a red tag for their door and will stay in their Spring 2019 apartment until their summer apartment is ready.

16. **Can I have vacation time while working as a CA/Crew?**
Please be aware that the CA and Crew positions do not include any paid time-off or vacation benefits. Any needed days off throughout the summer must be arranged by “trading” shifts with fellow student workers and approved by the Conference staff.

17. Is it a requirement I must have a cumulative GPA of 2.5?

Yes, students GPA’s are looked up and verified. Any student with less than a GPA of 2.5 will not be interviewed nor hired.

18. Where is the Conference Services Office and how do I contact staff?

The Conference Services Office is located in Building 6, Pacific Willow Hall. There are several excellent maps of the Student Housing & Conference Services complex on our website: https://www.csun.edu/sites/default/files/upa-map-conference.pdf. The main office number is: (818) 677-4986.