



Conference Services Conference Assistant Job Description

SUMMARY:

The Conference Services Conference Assistant position will contribute to the University of Dayton mission by representing UD's welcoming and inclusive campus to outside and internal guests and ensuring that every guest is treated with respect and openness. Key areas of responsibility will include: General Administration, Residential Accommodations Support, and Event Logistics.

RESPONSIBILITIES/FUNCTIONS:

General Administration: Collaborate with Conference Services leadership to ensure the success of the summer conference season. Responsibilities include, but are not limited to the following:

- Maintain 30-40 hours per week.
- Be knowledgeable about the University and all summer conference groups.
- Participate in regular staff meetings, social outings and trainings.
- Assist with guest material preparation.
- Maintaining confidentiality of guest information.

Residential Accommodations Support:

- **Desk Operations:** Collaborate with Conference Services leadership to ensure smooth and efficient function of day-to-day residential desk operations. Responsibilities include, but are not limited to the following:
 - **Customer Service:**
 - Respond to in-person and telephone FAQs quickly and accurately. Direct accordingly.
 - Maintain a pleasant demeanor to guests, other UD staff, and contractors.
 - Offer assistance to guests in spaces where you are highly visible to guests and other conference staff.
 - **Desk Management:**
 - Keep desk area and materials neat and organized.
 - Keep accurate logs of the following:
 - Unusual or concerning guest interaction/behavior
 - Work orders
 - Lost or missing keys
 - Room changes, or other conference modification requests



- **Equipment Distribution:**
 - Cleaning – including but not limited to vacuums, brooms, and mops.
 - Recreation – including but not limited to pool sticks, pool cues, ping pong paddles and balls.

- **Maintenance:**
 - Contact Facilities Management Troubleshooter via Public Safety for after-hours maintenance and emergency repairs.
 - Input work orders for maintenance issues.
 - Create and post signs related to maintenance issues.

- **Residential Check-in/Check-out:**
 - Utilize designated computer software to check guests in and out
 - Distribute keys and door access cards (check-in)
 - Distribute guest welcome packet (check-in)
 - File returned keys and door access cards (check-out)
 - Report accommodations concerns and assignment change requests to a Residential Accommodations manager.
 - Report signage concerns to the Logistics & Set-up manager.

- **Safety & Security:**
 - Monitoring lobby area traffic.
 - Observing all security monitors/door access system and alarm systems for emergencies or issues.
 - Intervening in the event of a safety situation, disturbance, or emergency and contacting the appropriate personnel.
 - Contacting appropriate personnel to unprop doors.
 - Verifying ID via intercom before opening locked entry doors.
 - Participating and assisting with safety & evacuation procedures.

- **Room Preparation:** Collaborate with the Conference Services leadership team to ensure that rooms are cleaned and properly outfitted in a timely manner. Responsibilities include, but are not limited to the following:
 - Assist with the inspection of all rooms prior to guest arrival and report any issues appropriately.
 - Assist with the inspection of all rooms immediately following guest departure and report room damage, missing linens, and excessive cleaning issues.
 - Perform regular walk-throughs to verify vacant and occupied rooms for appropriate action.
 - Rearrange furniture, set out linens, towels, visitor guides, and any other items as needed per conference request.



Event Logistics:

- **Media/Technology:** Assist with technology set-up and monitoring including but not limited to projectors, screens, cameras, televisions, microphones, sound, etc.
- **Signage:** Assist in the creation, placement, and maintenance of bulletin boards, and interior & exterior building welcome and directional signage for conference groups.
- **Meeting Room Set-up:** Assist with set-up/tear down of meeting room chairs and tables for conference group events.

Other:

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must be in good standing with the University: disciplinary, financial, and academic.
- Must be available between Monday, April 16 to Friday, April 27 for an initial orientation – tailored to student schedules.
- Must be available for the entire duration of the conference season. The 2018 conference season is during the following dates: Sunday, May 26 – Monday, August 5, 2019.
- Must demonstrate excellent interpersonal communication skills.
- Must possess the ability to work in various team configurations.
- Must be detail-oriented.
- Must be comfortable working in a fast-paced environment.

PREFERRED QUALIFICATIONS:

- Previous experience with a conference, customer service, or hospitality operation.
- Familiarity with StarRez.
- Demonstrated and successful experience working with people from diverse backgrounds.
- Knowledge of and sensitivity to a Catholic Marianist work environment.