



## POSITION DESCRIPTION

CONFERENCE ASSISTANT (Eaton, Hecht and Pearson)

Summer Position Application & Information

Dates of Employment: May 17th through August 14th, 2017. (13 weeks)

Compensation: Conference Assistants will be paid \$11.00 per hour, in addition the CA position will be provided a single room, valued at \$2500 for the summer, for serving in the required "on-call" rotation. Hours worked may flex from week to week based on conference needs. Weekend and evening hours are required and commitment to an "on-call" schedule for the summer is a requirement of the position. Holidays worked are paid at the normal rate.

### Desired qualifications:

Prior UM conference housing or hotel/camp staff experience preferred but not required.

Prior UM reception desk experience or Resident Assistant experience.

### Required qualifications:

- Strong commitment to customer service, and ability to deliver the highest level of quality service with the optimal use of time and resources.
- Exceptional organizational skills.
- Professionalism exhibited in quality of personal behavior.
- Ability to provide for the welfare and peace of mind for all through a safe working environment.
- Flexible and willingness to work and handle a wide variety of tasks.
- Knowledge of UM, Coral Gables, and the surrounding community.
- Ability to problem-solve and think critically.
- Ability to work with a diverse group of local, state, and national groups, treating every person with respect and dignity.
- Ability to lift/push/move ~50lbs.

### Duties and responsibilities:

- Assist in preparation and breakdown for conference groups by completing room checks, access card preparation, linen delivery/collection.
- Provide coverage for the reception desk during operating hours of 8am-10pm.
- Participate in an on-call schedule requiring overnight response.
- Assist with the check-in and check-out process for assigned groups.
- Ensure that each guest receives exceptional customer service.
- Serve as initial primary responder to crisis situations, which includes recording information and appropriately informing the correct staff members and agencies.
- Monitor and trouble-shoot conference and camp activities.
- Provide administrative support and basic clerical services.
- Attend and fully participate in weekly staff meetings, one on ones, and all training sessions.
- Process, distribute, and forward (if applicable) mail and packages
- Wear proper attire at all times while working.
- Learn to navigate and effectively utilize our information management system.
- Maintain a flexible schedule, free of other major time commitments, within a 24hr/7days a week work environment.
- Take initiative to assist with the Conference Housing program overall.
- Other duties as assigned.

*Staff may not hold additional outside employment. Staff may enroll in one summer course per session at the Gables Campus, provided you meet all expectations (work comes first during the summer) and it is approved by ADHS and immediate supervisor.*