

# Conference Assistant Position Description

**Period of Employment:** Mid-May through First Week in August

**Hours:** A minimum of 15 hrs/wk (40 hrs/wk will be required during high occupancy periods)

**Compensation:** \$9.25 per hour (new employees) / \$9.50 per hour (returners)

The Conference Assistant (CA) is responsible for professionally servicing the needs of the conference groups and their participants. The CA will be involved in the conference program including behind the scenes preparation and general responsibilities for servicing the needs of University guests. Groups will include adult/youth conferences, athletic camps, special events, and WVU academic programs.

## Duties and Responsibilities

### Hospitality

- Welcome guests and other visitors; answer questions and make appropriate referrals.
- Assist guests by checking them in and out of housing, collecting payments, issuing keys and meal wrist bands, updating records, answering questions and other duties as assigned.
- Serve as a referral / resource to conference participants.
- Greet and receive inquiries in a positive and courteous manner – both in person and on the phone.
- Represent WVU in a professional manner at all times including wearing official Conference Services uniform and name badge and adhering to the Departmental dress code while on duty.
- Work with and relate to a wide range of guests (5-70 years old).
- Be a positive role model within building and available and visible to assist guests.
- Serve as a resource during New Student Orientation (NSO) Residence Hall tours.

### Administrative

- Assemble check-in materials, including key packets, for incoming guests.
- Efficiently execute guest check-in and check-out procedures in KX Conferencing System (KX).
- Utilize the Conference site to record all actions including notes from shift to shift, lost and found, and other administrative tasks.
- Assist with set up and take down of registration areas.
- Post signs in residences and other areas as requested by Conference Management Staff.
- Maintain the front desk and registration areas in a neat and professional manner at all times.
- Assist in inspection of residence halls to note needed repairs and report concerns appropriately.
- Inventory keys.
- Submit accurate reports as required and provide necessary follow-up.
- Cash handling responsibilities. Take payments via cash, check and credit card.
- Secure packages and notify intended recipients.

## Security

- Maintain building security at all times and report any violations to the Conference Service Program Manager or Project Coordinator.
- Respect confidentiality both with residents, guests, and department paperwork. Giving out confidential student/guest information is a violation of federal law.
- Logging and cataloging all lost and found and notifying the Conference Service Manager or Project Coordinator of valuable items including prescription medications.
- Perform assigned duty walk-throughs of assigned residence hall(s) to ensure building is secure and assist conference participants with lockouts.
- Report building deficiencies to supervisor.
- Confront inappropriate behavior in common areas when necessary.
- Know, understand and implement the Emergency Procedures outlined in the Conference Services manual.
- Assist guests staying in building of responsibility during emergency situations such as fire, medical emergency, severe weather, etc.

## Additional Duties

- Inspect rooms and common areas as assigned.
- Serve on duty rotations.
- Place linens and amenities in rooms.
- Meeting room setup.
- Must attend training prior to the beginning of the summer conference season.
- Other duties as assigned by the Conference Service Manager or Project Coordinator.