University Event Services
Summer Conference Assistant

Our Mission

To provide exceptional service to our customers, the University community, and guests while consciously promoting an inclusive, educationally purposeful and socially responsible environment.

The Conference Assistant shall be responsible to the Summer Conference Leadership Team (Summer Conference Coordinator and Assistant Summer Conference Coordinators) for front-line guest relations in the following areas:

- Front Desk Operations
- Guest Room Preparation
- Inventory Control
- Administrative Duties
- Other Duties as Assigned

Ability to live on campus for the duration of the employment period and ability to be certified to drive UVM vehicles is required.

SPECIFIC RESPONSIBILITIES:

TRAINING

1. Attend all training and in-service sessions as required

CLIENT INTERACTION

1. Perform accurate check-in and check-out of conference guests
2. Using Conference Programmer software, prepare all arrival and post-departure floor charts, billing reports, key packets, etc.
3. Assist in the general coordination of conference and camp groups while on campus
4. Handle telephone communications
5. Accurately and efficiently respond to guests’ questions and concerns
6. Report all lost keys and conference cards on the proper forms in a timely manner
7. Sales of university parking permits to conference guests

ROOM PREPARATION

1. Check all rooms with linen set-ups and amenities
2. Assist custodial services as needed
3. Walk through of rooms prior to guests arrival
4. Maintain communication with custodial services on a daily basis

LINEN INVENTORY
1. Inventory all linen in rooms upon guest arrival and departure
2. Communicate occupancy information to the Assistant Summer Conference Coordinator for Hospitality
3. Assist the assistant summer conference coordinator for operations and hospitality with inventory control at the storage location

**ADMINISTRATIVE DUTIES**

1. Knowledge of emergency procedures, confrontation methods, and crisis intervention techniques provided by Summer Conference Housing
2. Attend weekly meetings with the Summer Conference Leadership Team

**GENERAL EXPECTATIONS**

1. Participate in rotating overnight (7 days per week/24 hours per day) on-call duty for guest assistance
2. Ability to live-on campus for duration of employment is required
3. Must be prompt and prepared for every work shift, meeting and training session
4. Work as scheduled in all areas of the Summer Conference Housing operation
5. Accurately and efficiently respond to guests’ questions or requests
6. Must wear conference housing uniform and name tag while working desk shifts and/or check-in/out
7. Serve as an information and security resource in all buildings
8. Sign in/out all necessary keys to perform your duties
9. Work productively and cooperatively with all members of Summer Conference Housing, Residential Life, Conference and Event Services, Custodial Services, and the university community
10. Must use communications equipment in a professional manner
11. Perform various clerical duties as necessary
12. Give residence hall tours when necessary
13. Complete other duties as assigned

**REQUIRED EXPERIENCE:**

1. Guest relations/customer service experience preferred
2. Clerical skills

**REQUIRED KNOWLEDGE, SKILLS, AND PERSONAL QUALIFICATIONS:**

1. The department seeks candidates who can demonstrate an ongoing commitment to workplace diversity, sustainability and delivering exceptional value and great experience to customers
2. Project and resource coordination skills
3. Effective interpersonal, communications and analytical skills
4. Demonstrated abilities in proofreading and use of various software programs
5. Ability to coordinate multiple projects at various stages of development
6. Knowledge of UVM’s facilities
7. Knowledge of UVM policies/procedures and systems
8. Ability to lift up to 50 lbs.
9. Must have a valid driver’s license, good driving record, and take University vehicle training
10. Employees are required to work 40 hours per week and will be allowed flexibility in their schedule.