

WORK FOR **SUMMER HOUSING** **CONFERENCE ASSISTANT**

Summer Conference Assistants work between mid-May and mid-August. They are responsible for front-line guest relations in campus housing related to the following areas: Front Desk Operations; Guest Room Preparation; Inventory Control; Administrative Duties; and other duties as assigned. Ability to live on campus throughout the duration of employment and be certified to drive UVM vehicles is required. In addition to receiving a competitive hourly compensation, students selected as Summer Conference Assistants receive free housing during the summer.

RESPONSIBILITIES

CLIENT INTERACTION

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

ROOM PREPARATION

- Check all rooms with linen set-ups and amenities
- Assist custodial services as needed
- Walk through of rooms prior to guest's arrival
- Maintain communication with custodial services on a daily basis

LINEN INVENTORY

- Inventory all linen in rooms upon guest arrival and departure
- Communicate occupancy information to the Assistant Summer Housing Coordinator for Hospitality
- Assist the Assistant Summer Housing Coordinator for operations and hospitality with inventory control at the storage location

ADMINISTRATIVE + OTHER

- Attend all training and in-service sessions as required
- Participate in rotating overnight (7 days per week/24 hours per day) on-call duty for guest assistance
- Knowledge of emergency procedures, confrontation methods, and crisis intervention techniques provided by the Summer Housing Coordinator
- Attend weekly meetings with the Summer Conference Leadership Team

QUALIFICATIONS

- Guest relations/customer service experience preferred
- Clerical skills
- Project and resource coordination skills
- Effective interpersonal, communications and analytical skills
- Demonstrated abilities in proofreading and use of various software programs
- Knowledge of UVM's facilities, policies/procedures and systems
- Ability to lift up to 50 lbs
- Must have a valid driver's license, good driving record, and take University vehicle training
- Employees are required to work 40 hours per week and will be allowed flexibility in their schedule.

PLEASE NOTE

Living on campus is required for the duration of summer employment Mid-May to Mid-August. No exceptions will be made. In addition to receiving a competitive hourly compensation, students selected as Summer Conference Assistants receive free housing during the summer.

SKILLS/EXPERIENCE ACQUIRED

- Increased understanding of hospitality and event management.
- Improved project management and customer service skills.
- Increased knowledge of campus programming and facility operations.
- Experience working on a diverse and environmentally friendly staff committed to personal and professional growth.

For more information & to apply, email SummerHousing@uvm.edu