

Division of University Housing Conferences Services

CONFERENCE ASSISTANT JOB DESCRIPTION

The Conference Assistant is a vital member of the Summer Conference team. The CA reports directly to the Conference Hall Director (CHD) and will receive work assignments from this individual. The CA is required to live in their assigned residence hall and responds to the day-to-day needs of conference participants. In many cases, the CA is the first and foremost primary contact conference guests have with the university. The CA represents themselves, the conference operation, and UNL as a provider of quality customer service.

General Responsibilities:

1. Participate in all orientation, training sessions, and weekly staff meetings.
2. Operate the conference hall desks as assigned. (Shifts and the number of hours will vary weekly).
3. Assist with the preparation, registration, and check-in/outs of conference guests.
4. Be present in the home conference hall each night, and relocate to other conference halls on a temporary basis as needed.
5. Fulfill evening and weekend duty responsibilities as assigned, complete security rounds through the building, and be accessible for assistance.
6. Monitor the activities of guests and conference participants to assure their safety and satisfaction.
7. Assist with crisis intervention/emergency situations as they arise.
8. Enforce and abide by all university rules and regulations and conference policies.
9. When needed, assist facilities and dining services in preparing for and serving conference guests. Some duties will include moderate physical exertion.
10. Other duties as assigned.

Job Benefits:

1. Single room and board and a full meal plan (when dining halls are open) will be given to you in exchange for on-call shifts worked during your employment.
2. Minimum \$9.00 hourly wage for desk, duty, administrative, and facilities/dining service hours worked.
3. Free internet service.
4. Free basic cable television.
5. Substantial training and experience in providing excellent customer service, working with a diverse team, and developing professional proficiency and flexibility.

Qualifications:

1. Strong commitment to customer service and helping conference guests.
2. Experience in the residence halls or other leadership positions are desirable.
3. Moderate manual labor is required for this position.
4. Commitments outside the position (including classes) should not exceed 10 hours per week. Exceptions to this policy and employment in addition to the CA position must be negotiated with the Conference Services Manager and Coordinator.
5. Must be enrolled as a UNL student for the Spring, Summer or Fall of 2017.
6. Must be in good academic standing with the university
7. Available for work May 7-August 10, 2017. Evening and weekend work is common. Holiday work is probable. **Required to attend a mandatory staff meeting each Wed. from 3-5 pm.**

The University of Nebraska-Lincoln is an equal opportunity educator and employer with a comprehensive plan for diversity

