

Division of University Housing Conferences Services
SENIOR CONFERENCE ASSISTANT JOB DESCRIPTION

The Senior Conference Assistant (SCA) is a vital member of the Summer Conference team. The SCA reports directly to Conferences Manager and Coordinator and receives work assignments from these individuals as well as from the Conference Hall Directors (CHD). Each SCA will be assigned to a CHD that they work closely with through the summer. The SCA may also work closely with the Residence Life Student Supervisor (RLSS). The SCA is required to live in their assigned residence hall and assists with the administrative functions of the conference operation outlined in this job description. As is the case with all conference staff, the SCA represents themselves, the conference operation, and UNL as a provider of quality customer service. SCAs often begin their employment in March or April. **SCAs may take summer classes only with the express permission of Conferences professional staff.**

General Responsibilities:

1. Maintain a high level of performance and integrity in all areas of employment.
2. Actively support the philosophies and mission of UNL Conference Services.
3. Serve as a role model of attitudes and behaviors that support UNL Conference Services.
4. Act as a resource and referral agent for Conference Assistants and conference guests.
5. Demonstrate appropriate behaviors and confront inappropriate behaviors.
6. Be available and approachable to Conference Assistants, CHDs, Conference Services Managers, and conference guests.
7. Serve as a teammate of and a liaison between all housing personnel.
8. Help avoid potential conflicts - be a trouble-shooter.
9. Satisfactorily fulfill all Conference Assistant duties.
10. Act and dress in a professional manner.

Staff Support Responsibilities:

1. Assist with planning and implementation of Conference Assistant orientation week.
2. Assist with additional Conference Assistant staff training throughout the summer.
3. Assist with conference assistant schedules (duty, desk and check-in/out shifts).
4. Actively participate in weekly staff meetings.
5. Assist in organizing staff teambuilding/social activities.
6. Provide the professional staff with feedback regarding operational quality and efficiency.
7. Provide the professional staff with feedback regarding staff performance and dynamics.

Administrative Responsibilities:

1. Assist the conferences professional staff in maintaining accurate records of conference groups, including meal card and room key distribution, room assignments, use of facilities, damages and special charges, and all appropriate computerized reports.
2. Coordinate and supervise group check-in and check-out processes as assigned by the conferences professional staff.
3. When requested, lead safety meetings for the entire group after check-in has occurred to review policies, procedures and welcome the group to UNL.
4. Be accessible and approachable to group coordinators to assess their needs and level of satisfaction with conference services.
5. Be proficient in the operation of the summer conference computer system.
6. Provide on-site support for Conference Assistants working in functional areas (desk, check-in/out stations, dining services, facilities, etc.).
7. Participate in conference team meetings with the Conferences Manager and Coordinator, CHDs, and RLSSs.
8. Maintain daily contact with the professional staff, keeping them advised on all important matters pertaining to the conference operation.
9. Keep abreast of conference activities in all halls.
10. Monitor desk, office, and other public areas to make sure they are clean and organized.
11. Help to ensure that front desks are stocked with all necessary supplies and information.
12. Occasionally work with the RLSSs in managing the cash funds.
13. Participate in additional meetings as requested.
14. Fulfill other duties as assigned by the Conferences Manager or Coordinator.

Qualifications:

1. Previous employment as a Conference Assistant (one year or more) required.
2. Strong commitment to customer service and helping conference guests required.
3. Prior supervisory experience preferred.
4. Competency with Microsoft Office Suite software desired.
5. Senior Conference Assistants should be available for work beginning May 4, 2019. Limited availability during April is preferred for additional training sessions.

Remuneration:

Base pay for Senior Conference Assistants will be \$10.50 per hour.

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

