

LEAD STUDENT ASSISTANT

DATES OF EMPLOYMENT: April 15 - August 12, 2024

SUPERVISORS: Joellen Peterson, Conference Services Coordinator & Christie Moody Resident Services Coordinator

General responsibilities include:

- Work with Conference Services 10-35 hours per week. (~10 hrs during academic year, 35-40 during summer).
- Conference operations are open throughout the summer (including holidays); staff members will be expected to work weekends and holidays.
- Provide excellent customer service to Conference & alumni guests, housing residents, and the campus community.
- Act as contact for conference attendees; answer questions and provide them with accurate information in a courteous and helpful manner.
- Maintain oversight of the Conference/alumni room assignments and all associated details such as access, rosters, and the check-in /check-out of Conference and alumni guests.
- Develop a close working relationship with the Conference Services Coordinator and the Resident Services Coordinator.
- Maintain a positive and helpful manner while working cooperatively with summer conference staff, Housing staff and Conference groups.
- Serve as a resource to assist completion of any tasks as assigned by the Conference Services Coordinator and the Resident Services Coordinator.

Specific responsibilities include:

- Assist in maintaining oversight of the Conference desk operations and duty staff and all associated details for the successful operation of the desk and safety and security of summer conferences.
- Serve as mentor and resource to the general Conference staff.
- Cover shifts at the Conference desk as needed.
- Under guidance from supervisors, prepare, schedule and run training sessions for Conference student staff.
- Coordinate room assignments, room changes, access/meal cards, key information, and payment information etc. for each conference/alumni guest.
- Data entry of all information for each guest into StarRez conference database.
- Encode and decode all key cards for conference and alumni guests using the Onity system.
- Creating check-in packets for all Conference & alumni guests.
- Create Conference group director's packets including an overview of the floor plan of room assignments, available extra rooms, and any special notes regarding room assignments for each check-in.
- Answer phone calls, take messages, answer questions, faxing or mailing information and refer guest complaints and comments to appropriate staff members.
- Prepare agenda and lead weekly student staff meetings. Take notes, prepare minutes, and review notes afterwards.
- Track housing requests and payment information of individuals from several Conference groups.
- Meet weekly with fellow lead, Conference coordinator and resident services coordinator.
- Maintain knowledge of current issues with conference guests, employees, and facilities.
- Working knowledge of housing buildings and facilities.
- Work closely with operations in the Housing office, the linen supervisor and the Conference desk staff to ensure smooth check-ins and check-outs of conference groups.
- Be available for all check-ins and some check-outs, most of which occur on the weekends.
- Reconcile all information after check-outs and provide a report to the Conference coordinator for invoicing.
- On-call for emergency room assignments & Conference center needs.
- Personal phone service is required. A landline will be provided in your on campus room, and cell phone can be provided if necessary.

- Confront and respond to residents or guests that violate community guidelines.
- Must respond to emergency situations with a sense of urgency and physical effort.
- Must maintain confidentiality of sensitive information.
- Conduct outreach to guests to ensure guest satisfaction and feedback to improve customer service.
- Assume other responsibilities as assigned.

QUALIFICATIONS:

- Must be enrolled at Cal Poly Humboldt for a minimum of six units for the fall semester, be enrolled in summer session, or can work until the end of July pay period if graduating in Spring.
- Strong administrative skills and attention to detail are critical. Experience with Excel or Google spreadsheets is preferred.
- Must possess strong interpersonal communication skills and the ability to embody a positive image and attitude about the conference operations, the Department of Housing & Residence Life and the university.
- While employed, conduct and dress must reflect university standards. (3 shirts and a name tag are provided)
- For reasons of safety and security, must successfully pass a background check prior to the start of employment.

COMPENSATION:

\$17.12/hour for hours worked at the Conference center or hours worked completing other projects/tasks. A single room in a shared apartment will be provided as an additional benefit. This position is not eligible for vacation time during the Summer Conference season, from June 1 – July 28, 2024.