



## 2022 Summer Conference Position Description (Conference Assistants)

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### **Position Overview**

California State University Long Beach, Department of Housing and Residential Life, provides a safe and secure on campus housing option for groups and conferences visiting our campus during the summer. During the summer we offer housing for students in addition to operating a conference program. Our conference guests reside with us for short and/or long term overnight accommodations. Summer Conference Assistants play a critical role in providing excellent customer service, assuring our guests programs run smoothly while also ensuring the safety and security of our housing community.

### **Summer Conference Assistant**

Under the leadership of the Conference Coordinator and the Conference Assistant, Summer Conference Assistants will assist with the administrative and customer service function of CSULB summer operations. The most important aspects of this position are customer service, attention to detail, the ability to work as a team, flexibility to work in an environment with changing schedules/deadlines and a willingness to serve. Applications for Summer Conference Assistants are now available on the Housing and Residential Life website: [www.housing.csulb.edu](http://www.housing.csulb.edu) and will be accepted until **Monday March 28, 2022 at 5:00 p.m.**

### **Tasks and Responsibilities**

#### **Conference Registration:**

- Execute administrative functions of the position, which includes completing all required paperwork in a timely and accurate manner.
- Regularly inspect public areas of the buildings. Promptly assist in assigning damages and requesting trouble reports. Follow up to ensure the work was complete.
- Perform pre and post inspections of residence halls.
- Accurately record the arrival and departure of each guest by completing the necessary paperwork
- Distribute and collect keys and commuter meal cards and account for each of them.
- Prepare and maintain occupancy reports.
- Conduct pre-calls for incoming groups two weeks in advanced

#### **Customer Service and Communication:**

- Ensure proper handling of check in/out of guests in a professional demeanor.
- Report maintenance problems and take action to handle evening and weekend building emergencies.
- Knowledge of and ability to enforce University policies and procedures.
- Assure courteous handling of all guest complaints/requests.
- Responsible for responding to inquiries and emergencies from guests, police, and other University partners.
- Accessible by phone when on day or night duty.
- Provide courteous service to all stakeholders.
- Updating information in the conference folders in a timely manner.
- Responsible for providing daily tours of housing and dining facilities for students, parents and campus visitors while accurately answering questions.

- Work at the Pointe Conference Center as an Attendant for special events and conferences.

**General Office Duties:**

- Follow standard office procedures.
- Forwarding, route and distribute parcels, conference, and academic year mail.
- Maintain consistent and accurate conference logs.
- Vacuum office floor

**On-call and Duty phone:**

- Answer after hour calls from summer residents and conference guests and assist as appropriate.
- Complete security walk-throughs and secure buildings.
- Respond to lockout requests.

**Responsible for other duties or special projects as assigned.**

- Pull linen from rooms that have been used
- Remove trash bags from bins in rooms that have been used

**Special Requirements:**

- Must live in assigned residential complex during employment.
- Must wear an assigned staff shirt during working hours.
- Must attend weekly staff meetings TBD.
- Must be able to lift 50lbs. without assistance following proper safety procedures.
- Summer Conference Assistants should be willing to remain on duty most weekday evenings, weekends and give up any other summer employment.
- Students are not allowed to attend summer school at CSULB while working as a Summer Conference Assistant.
- Must be available from **May 14- August 13, 2022** Appointments may end early or be extended due to operational needs.

**Requirements:**

- Volunteer or work experience equivalent to one year of work in an office.
- Ability to develop and maintain positive working relationships with members of the Summer Conference staff, Housing and Residential Life, and campus wide partners.
- Computer skills – working knowledge of Microsoft Office, Excel, and Word.
- Excellent customer service skills.
- Ability to interact with diverse populations
- Ability to meet deadlines.
- Reliable and dependable.
- No outstanding balances at CSULB.
- No current or pending disciplinary sanctions at CSULB and a minimum 2.0 GPA.

**Compensation:** Conference Assistants are expected to work up to a 40 hour work week. The first 20 hours are compensated with room and board. The remaining (20 hours) hours will be compensated at an hourly rate of \$15.00 per hour.



## **Application Process and Overview**

Before applying for a Summer Conference Lead or Assistant, it important to **read carefully and keep for your records** the following information. All applicants please review the following information:

1. **Applications Due:** Applications for Summer Conference Assistants must be received via the on-line application, no later than **Monday, March 28, 2022 5:00 p.m.**
2. Applicants selected to interview will notified and invited to schedule an interview beginning **March 29 – April 8<sup>th</sup>**
3. **Appointments:** Summer Conference Assistant appointments are announced **April 13, 2022.** University reserves the right to cancel appointments at any time for unsatisfactory service or budgetary constraints.
4. **Acceptance Forms:** Summer Conference Assistants must submit their signed acceptance forms by DocuSign no later than **April 25, 2022.**
5. **Additional Requirements:** Both Summer Conference Assistants must be willing to remain on duty during their assigned schedule, which may include weekends, evenings and Holidays. Must be willing to live in their assigned on-campus residence hall for the duration of their appointment.
6. Because of the nature of Summer Conferences, Summer Conference Assistants cannot attend summer school at CSULB or accept additional employment.

We appreciate your interest and look forward to receiving your application via online by **March 28, 2022 by 5:00 p.m.**

(Please **print/save** this page for your records.)