2019
Summer Conference Position Description
(Leads)

Position Overview

California State University Long Beach, Department of Housing and Residential Life, provides a safe and secure on campus housing option for students. 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 Leads play a critical role in providing excellent customer service, assuring our guests programs run smoothly while ensuring the safety and security of our housing community.

Summer Conference Lead

Under the leadership of the Conference Coordinator and Conference Assistant, Summer Conference Leads will provide guidance and direction to the Conference Assistants 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 and deadlines and a willingness to serve. Summer Conference Leads will lead a team of eight Conference Assistants. Applications for Summer Conference Leads are now available on the Housing and Residential Life website: www.housing.csulb.edu and will be accepted until **February 15, 2019 at 5:00 PM**

Tasks and Responsibilities

A. Conference Registration:

- Execute administrative functions of the position, which includes completing all required paperwork in a timely and accurate manner.
- Schedule Conference Assistants to assure that public areas are inspected in all 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.
- Oversee the preparation occupancy reports.
- Conduct pre-calls for incoming groups two weeks in advanced

A. **Customer Service and Communication:**

- Ensure Conference Assistants are properly handling check in/out of guests in a professional demeanor.
- Report maintenance problems into the StarRez system and take the lead in handling evening and weekend building emergencies.
- Knowledge of and ability to enforce University policies and procedures.
- Train Conference Assistants in customer service to assure courteous handling of all guest complaints/requests and escalate to Conference Coordinator if necessary.

- Responsible for responding to inquiries and emergencies from guests, campus police and other University units.
- 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.

B. **General Office Duties:**
- Assure staff is following standard office procedures.
- Forwarding, route and distribute parcels, conference and academic year mail.
- Review all conference logs for accuracy prior to submitting to Conference Coordinator.
- Vacuum office floor

C. 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.
- Schedule on-call duties

D. 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 held Wednesdays from 2-3 PM.
- 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 at work as a Summer Conference Lead.
- Must be available from May 28th –August 17th. 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 or at a reception desk preferred.
- Ability to develop and maintain positive working relationships with members of the Summer Conference staff, Housing and Residential Life and Auxiliaries and campus wide partners.
- Computer skills – working knowledge of Word and or Excel
- 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.

Compensation: $14.50 per hour, approximately 30-40 hours per week including evening and weekend duty. A single room in an on-campus residence hall and a meal plan is provided at no cost as compensation for on-duty/on call responsibilities.

Application Process and Overview
(Summer Conference Leads/Assistants)

Before applying for a Summer Conference Lead or Assistant, it important to **read carefully and keep for your records** the following information. You only need to submit one application if you are applying for both positions. All applicants please review the following information:

1. Applications Due: Applications for both Summer Conference Leads and Summer Conference Assistants must be received via the on-line application, no later than **February 15, 2019** at 5:00 PM

2. Applicants granted an interview will be notified by **February 20th, 2019.**

3. Individual Interviews: The individual interviews will begin **February 25-28th.**

4. Appointments: Summer Conference Leads and Assistant appointments are announced on **March 11, 2019.** The University reserves the right to cancel appointments at any time for unsatisfactory service or budgetary constraints

5. Acceptance Forms: Summer Conference Leads and Assistants must turn in their signed acceptance forms in a sealed envelope to the Pointe by **March 18, 2019.**

6. Additional Requirements: Both Summer Conference Leads and 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. Be available to attend training **April 22nd – April 25, 2019**

7. Because of the nature of Summer Conferences, Summer Conference Leads/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 **February 15, 2019**

(Please **print and retain** this page for your records.)