



2024 Summer Conference

Position Description (Conference Assistants)

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 accommodation. 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, 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 and will be accepted until **Friday, March 22, 2024, by 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, collect, and document inventory of key cards.
- Prepare and maintain occupancy reports.
- Conduct pre-calls for incoming groups two weeks in advance of arrival.

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 concerns/requests.
- Responsible for responding to inquiries and emergencies from guests, police, and other University partners.
- Be accessible by phone when on day or night duty.
- 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, routing and distribution of parcels and mail.
- Maintain consistent and accurate conference logs.
- Maintain clean and organized office spaces.

On-call and Duty:

- Answer after-hour calls from summer residents and conference guests and assist as appropriate.
- Complete security walk-throughs and secure buildings.
- Prepare incident reports of summer students who violate university and Housing policies.
- Respond to lockout requests.

Responsible for other duties or special projects as assigned.

- Pull linen from vacated rooms.
- Remove trash bags from vacated rooms.

Special Requirements:

- Must live in an assigned residential complex during employment.
- Must wear an issued staff shirt during working hours.
- Must attend weekly staff meetings TBD.
- Must be able to lift 25lbs. without assistance while 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 may not enroll in summer classes while working as a Summer Conference Assistant.
- Must be available from **May 18 – August 19th** . Appointments may end early due to operational needs.

Requirements:

- 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 10 hours are compensated with room and board. The remaining 30 hours will be compensated at an hourly rate of \$16.00 per hour.



Application Process and Overview

Before applying for a Summer Conference Lead or Assistant, it is 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 **Friday, March 22, 2024, by 5:00 p.m.**
2. Applicants selected for the interview will be notified and invited to schedule an interview beginning **April 9 – April 18.**
3. Appointments: Summer Conference Assistant appointments are announced **April 26, 2024.** 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 **May 06, 2024.**
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.
7. Conference Assistants must be available from May 18th – August 19th

We appreciate your interest and look forward to receiving your application via online no later than: **Friday, March 22, 2024, by 5:00 p.m.**

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