Conference Assistant: Conference Assistant Staff will participate in CA Teams, specifically designed to implement the housing operations of a summer conference, gaining experience in customer service and conference management. CA Teams will be assigned to individual conferences/residence halls, providing an individualized experience to each conference attendee.

Staff
- Adhere to all University Policies and Procedures
- Attend and participate in all staff meetings
- Attend and participate in all of conference staff training
- Have good working relationships with all staff members and be a team player
- If you have a concern, take it to the person involved and keep your supervisors updated on any issues
- Be flexible with schedules. Allow two weeks’ notice for time-off requests and you will need to get coverage for any scheduled front desk shifts.
- Have fun, and take advantage of opportunities to know yourself and others better

Administrative
- Assist with registration, check-in and checkout processes for all assigned conference groups
- Conduct pre-conference and post-conference building inspections to ensure facility cleanliness, damages, etc.
- Enter Conference data information of assigned conference guests into Conference Programmer
- Serve on desk hour rotation from 8am to 5pm, Monday through Sunday, to establish a hall presence and respond to conference needs
- Serve in on-call rotation in assigned residence halls
- Report any building damages to Assistant Conference Manager immediately
- Follow procedures at the desk: check-in payments, keys, and logging information
- Keep conference materials organized and turn all paperwork in on time
- Assist in set up of meeting spaces within the hall:
  - set up tables and chairs
  - put tables and chairs away when groups are finished
- Straighten up public areas
Public Relations

- Present a professional, positive and helpful image to all conference participants, prospective students and parents at all times
- Serve as an information source to conferees
- Be knowledgeable, visible and accessible
- Assist and cooperate with each individual group’s conference leader/coordinator, and ask for help when you need it
- Maintain a positive and responsive attitude
- Take initiative in keeping conferees informed and anticipate their needs
- Provide excellent customer service skills to conferees at all times
- Perform other duties as assigned that pertain to staff, buildings, and conferences