

About the Summer Conference Program

Managed by Conference and Event Services (CES), the Summer Conference Program at the University of Denver (DU) provides event, dining, and housing services to over 7,000 guests and more than 60 educational camps, conferences, and programs each summer.

Job Summary

The Desk Assistant (DA) is a vital part of the Summer Conference Program. As the primary customer service representative in the residence halls, the DA's role is critical to the success of each summer program and the overall guest experience. The DA will model strong teamwork characteristics, such as responsibility, a positive attitude, flexibility, efficiency, and excellent communications skills.

Job Details

Job Type:	Temporary, non-benefitted
Hours:	Roughly 25 hours per week (open to additional hours depending on availability)
Compensation:	\$18.50* per hour on-campus housing option available
Benefits:	On campus housing available

*\$18.75 for those with previous CES summer conference experience

* In compliance with Colorado's Healthy Families and Workplaces Act (HFWA), non-benefited employees accrue one hour of paid leave for every 30 hours worked up to a maximum of 48 hours per year.

Availability

Must be available to work from June 17 – August 12, 2023. MANDATORY training for all DAs will take place on Monday, June 17 + 18, 2024. Applicants with major conflicts, such as long vacations or trips of more than four (4) consecutive days during the applicable work period will not be considered.

Work schedules will vary week by week depending on campus activity and DA's will average roughly 25 hours per week. More hours may be available depending on availability. Average shifts will be 2-4 hours long.

Requirements & Qualifications

- Must meet the availability requirements specified above and be able to maintain a flexible schedule; this position involves weekend, holiday, and some overnight hours.
- Must be willing and able to work BOTH overnight and day shifts as needed.
- Basic Microsoft Office and computer skills.
- Ability to troubleshoot and work in a fast-paced environment; must have excellent customer service, communication, and interpersonal skills.
- Must be detail-oriented, organized, and a team player.
- Summer conference and/or housing experience preferred; familiarity with DU residence halls is a plus.

Duties & Responsibilities

- Work front desk shifts at the residence halls and provide high quality customer service to DU guests during the summer season.

- As the primary resource for residential guests, duties may include (but are not limited to) troubleshooting guest issues, answering phone calls and questions, providing directions, knowing emergency procedures, check-ins, check-outs, and lockouts.
- Clerical duties include (but are not limited to) creating check-in and check-out materials, processing work order requests, keeping track of mail, and handling cash for parking permit sales and retail purchases.
- Responsible for supporting CES in creating a safe residential environment at all times.
- As representatives of DU, DAs must follow a dress code and maintain professionalism at all times.
- Attend staff meetings and complete additional duties as assigned by CES.
- Communicate regularly with CES summer and professional staff members to address residential guest issues and concerns.

Application Process

Due Date: **Friday, March 29th, 2024 at 12:00 PM (noon)***

How to Apply: Online: Please visit our [website](#) to fill out the online form.

*Applications will not be accepted beyond the deadline. Candidates are encouraged to apply early. CES will contact all applicants for interviews via email. Please check your email regularly and respond promptly; not responding may result in a missed opportunity to interview and/or not being considered for the position(s) you applied for.

*-First consideration will be given to students currently enrolled in DU undergrad and graduate programs.
-If campus housing is needed past 8/12/24 pro-rated summer housing will be incurred via HRE.*

General Decision Outline (Subject to Change)

March 29	Application deadline
April 1-2	Interviews, all positions via zoom
April 15-19	Written offers sent via email
April 22-26	Background checks, housing applications, etc.