



## Conference & Event Services UNIVERSITY OF DENVER

### CONFERENCE ASSISTANT POSITION DESCRIPTION 2025

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### DEPARTMENT & PROGRAM SUMMARY

Conference & Event Services (CES) delivers exceptional service, resources and support to events on the University of Denver (DU) campus. CES provides services to clients for the exploration, discussion and enactment of issues and topics germane to a variety of important areas that include civic, political, non-profit, educational and business.

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 4,000 guests and more than 40 educational camps, conferences, and programs each summer.

### POSITION SUMMARY

The Conference Assistant (CA) is a vital part of the CES Summer Conference Program overseeing residential guest services and on-campus housing operations across various residence halls. The CA's role is critical to the success of each summer program and the overall guest experience. The CA will model strong customer service and teamwork characteristics, such as responsibility, a positive attitude, flexibility, efficiency, and excellent communication skills.

CAs will begin their role with CES in a part-time capacity in April through the end of the Spring Quarter. The role will transition to full-time once the Summer Conference Program begins in Mid-June. This is a seasonal position with the potential to extend into a year-round position with CES.

## **GROWTH & DEVELOPMENT**

Conference Assistants will grow their experience in business operations, customer service, and business administration, learning how to work efficiently in a fast-paced environment to support business goals. This role will also include an emphasis on hospitality such as overnight accommodations, dining, and event planning. CAs will get to work closely with Conference & Events professional staff and gain valuable mentorship.

## **ESSENTIAL FUNCTIONS**

### **General**

- Responsible for supporting CES in creating a safe residential environment at all times.
- As representatives of DU, CA's must follow a dress code, maintain professionalism, and conduct themselves honestly and respectfully
- Live in and sleep in an on-campus residential building as assigned over the summer conference period (mid-June – early August)
- Being on-call during designated times, including occasional early morning or late-night shifts, and performing on-call functions as outlined by CES

### **Operations**

- Manage building operations and guest services for a group of residence halls
- Provide collaboration and support to other CA team members
- Maintaining room and building key inventories, conducting room inspections, and submitting work orders when necessary
- Knowing and following emergency procedures, completing incident reports if necessary
- Contributing to the check-in and check-out processes for guests staying in the residence halls. This includes verifying room cleaning schedules, room and key checks, and being present to support groups checking in and out of residence halls

### **Customer Service**

- 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, and knowing emergency procedures, check-ins, check-outs, and lockouts
- Be aware of room availability and handle all room changes at the earliest convenient time and complete necessary paperwork
- Be able to effectively refer participants for assistance & have reference materials available

## **Administrative**

- Administrative duties include (but are not limited to) creating check-in and check-out materials, pulling room keys and creating key packets, processing work order requests, and keeping track of mail
- Creating and placing signage around campus to assist with group check-ins and check-outs
- Attend staff meetings and complete additional duties as assigned by CES

## **KNOWLEDGE, SKILLS & ABILITIES**

- Experience with customer service and interpersonal skills with diverse populations
- Written and verbal communication skills
- Ability to use problem-solving techniques and best practices
- Initiative, follow-through, and reliability
- Adaptable and flexible
- Ability to work independently and in a team environment
- Detail-oriented and a team player.

## **QUALIFICATIONS**

### **Required:**

- The CA is required to live on campus for the duration of the summer conference program in housing provided by CES
- 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
- Must meet the availability requirements specified below and be able to maintain a flexible schedule; this position involves weekend, holiday, early morning, and late-night hours

### **Preferred:**

- Conference, hotel, or other operational or hospitality experience preferred
- HRE experience or familiarity with DU residence halls are a plus
- Valid driver's license

## **AVAILABILITY**

- Part-time availability (5-10 hours per week) starting April through mid-June
- Full-time availability (up to 40 hours per week) during conference season (June 14th – August 10th)
- Applicants with major conflicts, such as long vacations or trips of more than four (4) consecutive days during the conference season will not be considered.
- Applicants with a second job or internship over the summer will not be considered
- Due to the nature of our conference program and schedule applicants are not recommended to apply if they will be enrolled in summer courses

## **SUPERVISION, TRAINING & WORK SCHEDULE**

- Work schedule will vary week by week depending on campus activity and may include weekends, holidays, early morning, and late-night hours
- Average shift will be 4 – 8 hours long
- Mandatory training shifts will occur between April – June and will be scheduled around CA's class schedules

## **WORKING ENVIRONMENT**

- Split between a standard office environment and residence hall operations
- Occasional team meetings at the CES Offices located in Centennial Towers
- Environment varies from quiet & low stress when front desk operates to moderate noise and moderate stress levels during large group check-ins.

## **PHYSICAL ACTIVITIES**

- Ability to walk across campus on occasion
- Ability to sit in front of a computer for an extended period
- Capability of lifting and/or transporting objects up to 20 lbs

## **COMPENSATION & BENEFITS**

### **Training Shifts**

- Hourly rate of \$19/hour for training shifts from April through mid-June
- Approximately 5-10 hours per week

### **Housing & Meal Grant**

- CES will provide a room grant from mid-June through early August that covers the cost of a single room.
- CES will provide a total of 2 meal swipes per day from mid-June through early August.

### **Stipend**

- CA's are provided a \$400 stipend, paid bi-weekly totaling \$1,800 from June 15th - August 12th (approximately 9 weeks).
- 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.

*Employment in this position is contingent upon meeting job performance expectations. Failure to fulfill job duties or adhere to employment policies may result in termination, including the loss of provided housing and meal benefits.*