



Conference & Event Services
UNIVERSITY OF DENVER

CONFERENCE HOUSING OPERATIONS COORDINATOR POSITION DESCRIPTION 2026

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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 Housing Operations Coordinator (CHOC) is a vital part of the CES Summer Conference Program overseeing residential guest services and on-campus housing operations across multiple residence halls.

This role serves as the primary point of contact for conference guests and functions as a front desk concierge, housing operations coordinator, and system administrator. The CHOC ensures a high-quality residential experience through professional customer service, accurate system management, and timely operational response.

The CHOC models strong customer service and teamwork characteristics including accountability, flexibility, efficiency, and clear communication. This position is critical to the success of each summer program and the overall guest experience.

Due to the 24/7 nature of conference housing operations and desk shift coverage, this role requires availability for a variety of shifts, including daytime, evenings, late nights, and overnight coverage.

GROWTH & DEVELOPMENT

Conference Housing Operations Coordinators will gain experience in:

- Hospitality and concierge-level service
- Residential operations management
- Property and room inventory systems
- Administrative coordination and software management
- Incident response and guest escalation
- Business operations in a fast-paced environment

Coordinators work closely with CES professional staff and Conference Housing Operation Leads (CHOL) receiving mentorship in housing operations, logistics, and guest experience strategy.

ESSENTIAL FUNCTIONS

General

- Responsible for supporting CES in creating a safe residential environment at all times.
- Serve as professional representatives of DU and CES, following a dress code standards and professional conduct.
- Participate in on-call rotations during designated times, including early morning and late-night shifts, performing on-call functions as outlined by CES

Operations

- Manage residential building operations and guest services for assigned residence halls
- Collaborate with other CHOC's to support campus-wide needs Maintain room and building key inventories, conducting room inspections, and submitting work orders when necessary
- Handle all room changes promptly and accurately within housing systems
- Execute check-in and check-out processes using CES housing software, including system updates, room closures, adjustments, and verification of occupancy
- Verify room cleaning schedules and coordinate with facilities and custodial teams

- Knowing and following emergency procedures, completing incident reports if necessary
- Contribute to the check-in and check-out processes for guests staying in the residence halls. This includes creating check-in packets, verifying room cleaning schedules, room and key checks, and being present to support groups checking in and out of residence halls

Guest Services & Concierge

- Work front desk shifts at the residence halls and provide high-quality concierge level customer service
- Serve 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, lockouts, and service requests
- 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 & Clerical

- Create check-in and check-out materials
- Pull room keys and assemble key packets
- Process and submit work order requests
- Track and distribute mail and packages
- Create and place signage for group check-ins and check-outs
- Handle limited cash transactions when applicable, including parking permits or retail-related purchases
- Maintain accurate administrative records related to housing occupancy and guest changes
- Attend staff meetings and complete additional duties as assigned by CES

KNOWLEDGE, SKILLS & ABILITIES

- Experience with customer service and interpersonal skills with diverse populations
- Strong written and verbal communication skills
- Ability to troubleshoot and problem-solve independently
- Ability to manage multiple priorities in a fast-paced environment
- Initiative, follow-through, and reliability
- Adaptable and flexible
- Ability to work independently and in a team environment
- Detail-oriented and organized.
- Comfort learning and operating housing and property management software systems

QUALIFICATIONS

Required:

- Basic Microsoft Office and computer proficiency

- Ability to troubleshoot and work in a fast-paced environment
- Excellent customer service, communication, and interpersonal skills
- Must be detail-oriented, organized, and a collaborative team member
- Must meet availability requirements specified below
- Must be able to maintain a flexible schedule including weekends, holidays, early morning, and late-night hours
- Must be willing and able to work both morning and evening shifts

Preferred:

- Conference, hotel, or other operational or hospitality experience preferred
- Familiarity with DU residence halls
- Previous CES summer conference experience
- Valid driver's license

AVAILABILITY

- Part-time availability (5-10 hours per week) starting April through mid-June for training
- Full-time availability (up to 40 hours per week) during conference season (June 14th – August 11th)
- 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.
- Second job or internship not recommended during conference period
- Due to the nature of our conference program and schedule applicants are not recommended to apply if they will be enrolled in summer courses
- Front Desk operations run 24 hours per day during peak conference season, meaning shifts will likely span across daytime, evenings, late nights, overnight, and early mornings.

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 or overnight hours
- Average shift will be 4 – 8 hours long
- Mandatory training will occur between April – June and will be scheduled around class schedules

WORKING ENVIRONMENT

- At the front desk of residence halls with frequent interruptions
- Occasional team meetings at the CES Offices located in Centennial Towers
- Environment ranges from quiet desk operations to high-traffic, moderate stress during large group check-ins

PHYSICAL ACTIVITIES

- Ability to walk across campus
- 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

Compensation

- Hourly rate of \$19.50 per hour for all training shifts (April – mid-June)
- Hourly rate of \$19.50 per hour during the Summer Conference Program (mid-June – early August)
- Anticipated hours:
 - 5–10 hours per week during training period
 - Up to 40 hours per week during conference season

Housing Option

- Coordinators may elect to live on campus during the summer conference period
- If housing is selected, a payroll deduction equivalent to 4 hours per week at the hourly rate will be applied to cover housing costs
- Housing deduction applies only during the active summer conference season

Meal Benefit

- Coordinators will receive two (2) meal swipes per day during the Summer Conference Program (mid-June – early August)

Paid Leave

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.

APPLICATION PROCESS

- March 20: Application opens
- **April 8: Application deadline at 12p (noon)**
- April 10: Pre-Screening form completed at 5p (sent in application confirmation)
- April 14 - 16: In-person group interviews
- April 22: Written offers sent via email
- April 23- May 1: Background checks, housing applications, etc
- May 4: Start Date

