



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 Event Assistant's (EA) primary responsibility is to provide administrative support and event planning assistance to one of our Event Managers. This includes client communication, housing and dining logistics, administrative duties, as well as on-site support for campus events and residence hall activity. The EA will provide excellent customer service, troubleshoot onsite needs, and enforce safety protocol. The EA may answer questions and provide assistance necessary to

ensure a positive experience for University guests. The EA will model strong teamwork characteristics, such as responsibility, a positive attitude, flexibility, efficiency, and excellent communication skills.

EA's 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

Event Assistants will grow their experience in event planning, event 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, conference dining, and event management. EAs will report to a designated Event Manager and work closely with other Conference & Event professional staff and gain valuable mentorship.

ESSENTIAL FUNCTIONS

- Assisting Event Managers with various tasks relating to conference & event management
- Administrative support for tracking conference details, maintaining a strong attention to detail.
- Conference logistical planning, including client communication, housing/dining logistics, and event planning.
- On-site support for campus events and residence hall activity – must be willing to work flexible hours including occasional early-morning, evening, and weekend shifts.
- Provide exemplary customer service as the first point of contact for both external clients and University constituents at CES events
- Conduct quality assurance checks of all rooms/spaces prior to events/meetings to ensure all are set properly and on time
- Manage and execute event logistics on behalf of the Event Manager assigned to the event
- Communicate effectively with campus partners such as custodial, facilities, catering, etc. to ensure client satisfaction or troubleshoot any logistical issues as they arise
- Utilize critical thinking skills to address issues in the moment, acting quickly and utilizing resources to make sound decisions
- 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
- 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.
- Communicate effectively with Event Manager and CES team members when needed/appropriate

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
- Detail-oriented and a team player.

QUALIFICATIONS

Required:

- Ability to troubleshoot and work in a fast-paced environment; must have excellent customer service, communication, and interpersonal skills
- Basic Microsoft Office and computer skills
- Highly organized, detail-oriented, 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
- Must be able to effectively interact with a broad range of constituencies and maintain a positive DU reputation.
- Excellent written and verbal communication skills
- Excellent interpersonal skills

Preferred:

- Conference, hotel, or other operational or hospitality experience preferred
- Experience planning or coordinating events
- 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 EA'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 working in CES office to moderate noise and moderate stress levels during events and group check-ins.

PHYSICAL ACTIVITIES

- Ability to walk across campus on occasion (golf cart use extended to those with a valid driver's license and background check)
- Ability to sit in front of a computer for an extended period
- Capability of lifting, moving furniture, and/or transporting objects up to 50 lbs

COMPENSATION & BENEFITS

- Hourly rate of \$21/hour
 - Approximately 5-10 hours per week between April – mid June
 - Approximately 30-40 hours per week between mid-June – mid August