



FRONT DESK 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 Services Front Desk Coordinator provides administrative and guest support for Conference & Event Services (CES) during the University of Denver's summer conference season. This role serves as the first point of contact for clients, guests, and campus partners and supports daily office operations to ensure a professional and welcoming environment.

Responsibilities include answering phones and emails, greeting visitors, managing deliveries and packages, assisting with printing and preparation of conference materials, and supporting CES staff with administrative and operational tasks. This position plays a key role in maintaining organization, communication, and responsiveness during CES's busiest operational period.

The role also supports sales and reporting functions by assisting with managing inquiries, preparing proposals, sending client follow-up communications, and contributing to weekly tracking of sales and conference activity.

During peak conference periods, the Front Desk Coordinator may assist with basic event support, including preparing reports, assisting with check-in processes, and responding to guest inquiries.

GROWTH & DEVELOPMENT

Front Desk Coordinators develop skills in:

- Build experience in event operations and guest services
- Strengthen professional communication across email, phone, and in-person
- Gain exposure to CRM, sales support, and client follow-ups
- Improve organization and time management in fast-paced environments
- Learn basic data tracking and reporting processes
- Explore career paths in events, hospitality, and operations

ESSENTIAL FUNCTIONS

Front Desk & Guest Services: Serve as the primary point of contact for CES by answering phone calls, monitoring department email, greeting visitors, and responding to general inquiries from clients, guests, and campus partners.

Administrative & Office Support: Provide administrative support including data entry, document preparation, organizing files, and assisting staff with general office tasks to support daily operations.

Inventory & Package Management: Receive, organize, and distribute incoming mail, deliveries, and conference materials. Maintain inventory of office and event supplies to ensure readiness for daily operations and conferences.

Conference Materials Preparation: Assist with printing, assembling, and organizing conference materials such as guest packets, signage, and event documents needed for summer conferences and events.

Sales & CRM Support: Assist the Assistant Director of Sales with managing sales inquiries, entering prospect and client information into CRM systems, preparing proposals, and sending follow-up communications to prospective clients.

Reporting & Conference Support: Assist with weekly reporting related to sales activity and summer conference operations, including updating event information, tracking basic metrics, and supporting data accuracy across systems. Provide general support during conferences and events including assisting with guest inquiries and basic operational needs.

KNOWLEDGE, SKILLS & ABILITIES

- Strong customer service skills and ability to interact professionally with guests and staff
- Strong organizational skills and attention to detail
- Ability to manage multiple tasks in a fast-paced environment
- Excellent written and verbal communication skills
- Ability to remain calm and solution-oriented during busy periods
- Basic administrative and office coordination skills
- Ability to work both independently and as part of a team
- Proficiency with Microsoft Office applications
- Ability to learn new systems and processes quickly
- Interest in event management, hospitality, or administrative operations preferred

QUALIFICATIONS

Required:

- 0-2 years of relevant administrative, project management, business writing or customer service experience
- Availability to work during the full summer conference season
- Ability to work a flexible schedule including daytime hours and occasional evenings or weekends

Preferred:

- Previous experience in customer service, office support, or event-related roles
- Interest in event management, hospitality, or administrative support roles

WORKING ENVIRONMENT

Typically:

- Combination of standard office environment and active conference environments across campus
- Regular interaction with guests, clients, and campus partners
- Moderate to high activity levels during peak conference periods
- Some evening or weekend shifts may be required based on operational needs

Physical Activities:

- Ability to sit in front of a computer for an extended period

- Occasionally required to move about the office/campus with the capability of transporting objects up to 50 lbs.

Work Schedule:

- 8:00am-4:30pm M-F; occasional after-hours events and weekends

PHYSICAL ACTIVITIES

- Ability to walk across campus
- Ability to sit in front of a computer for an extended period
- Ability to lift and transport up to 20 lbs

COMPENSATION & BENEFITS

Compensation

- Hourly rate of \$25 per hour

Housing Option

- Front Desk Coordinator 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