

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: 30-40 hours per week for Full Time & 15-25 hours per week for Part Time
Compensation: \$15.00* per hour and on-campus housing**

*\$15.25 for those with previous CES summer conference experience

** All DA's must agree to living on campus for the duration of this position. No housing costs will be deducted from your pay.

Availability

Must be available to work from June 14-August 8, 2021. MANDATORY training for all DAs will take place on June 14, 2021. 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.

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, April 2nd, 2021 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.

General Decision Outline (Subject to Change)

April 2	Application deadline
April 5-9	Interviews, all positions
April 14-16	Written offers sent via email
April 29-23	Background checks, housing applications, etc.