



**CONFERENCE
& EVENT SERVICES**
COLORADO STATE UNIVERSITY

2021 Conference & Event Assistant

Conference & Event Services - Colorado State University

Employment Period: May 31st, 2021 – August 9th, 2021

Number of Vacancies: 20

Additional Information: <https://col.st/3TZpK>

Handshake ID#: 4341088

Career Competencies: <https://col.st/IoKmJ>

Colorado State University Conference & Event Services (CES) assists over 100 programs each year ranging in size from under 10 to over 7,000 participants. Our staff serve as the main contact for an event by coordinating all logistical needs and services for each group by working with various departments across campus, as well as in the community. CES offers students an opportunity to provide leadership, customer service and administrative support for one of the leading university conference operations in the country.

Under the supervision of the Guest Services Leadership Team for CES, Conference & Event Assistants (CA's) play a critical role in our organization by serving in a variety of specialized areas designed to serve our guests and ensure memorable events are made. CA's primarily create a front desk experience that is welcoming to campus guests from mid-May to mid-August. Within the role, CA's have the ability to preference a "Focus Area" to gain specific knowledge and skills geared toward their personal and professional growth. Focus areas within the office include *Front Desk Specialists, Operations Specialists, and Administrative Specialists.* (*For additional details on each focus area, please see page 3*) The ideal candidate for this position demonstrates exceptional customer service, a desire to be an involved member of the team, and the ability to work with a diverse group of local, state, national, and international group attendees.

General Job Responsibilities & Duties

- Facilitate the check-in and check-out of conference guests including required handouts, meal cards, data entry, and key exchange at various residence hall front desks and/or the Durrell front desk **(V/WC, CT/PS)**
- Participate in a campus-wide on-call duty rotation (including weekends) providing emergency response and late-night services for campus guests **(L, CT/PS)**
- Serve as a resource ambassador for campus, the City of Fort Collins and regional services **(TW, GC)**
- Navigate and effectively utilize Kx Conference software **(DP, CD)**
- Work to ensure all aspects of each conference are ready to go in the hall. This will include but is not limited to: key inventory/preparations, meal card preparation, room checks, linens set, welcome signage and any other program materials are ready for conference arrival **(DP, PA)**
- Process the check-out of spare room keys or other keys to specific rooms in the building **(V/WC, PA)**
- Attend all training sessions and weekly staff meetings **(SR, GC)**
- Other duties as assigned

Minimum Qualifications

- Must demonstrate a positive attitude both on and off the job
- Must be a CSU student in good disciplinary standing with the University
- Must be available for a minimum of 20 hours per week to include evenings, weekends, and holidays and be available to work all mandatory work dates during the summer season
- Must disclose any summer classes and forego second job opportunities
- Must be willing to live on-campus for the summer conference season
- Must be able to lift up to 50lbs
- Must successfully pass a background check and department of motor vehicle screening
- Must possess strong organizational skills, ability to manage multiple tasks, and successfully meet deadlines

Preferred Qualifications

- Interest in the event planning, hospitality, and tourism industry
- Prior experience as a Resident Assistant/Residence Hall Desk Staff Member or One (1) year of experience in a customer service position and/or planning events
- Knowledge and awareness of resources on the CSU campus and within the Fort Collins community

Compensation

- \$12.32 per hour
- On-Campus Residence Hall Room
- Partial Meal Plan – 100 Meals
- Laundry Facilities

Three (3) virtual spring training dates are typically held prior to employment beginning. Students will be expected to virtually attend all three trainings or complete them asynchronously.

Employment, in addition to housing and meals, will begin on May 31st, 2021 and will be provided through August 9th, 2021. In exchange for the university provided housing and meals, staff will be required to work 20 hours per week through August 9th. Hours will flex from week to week based on conference needs and schedules will be published at least two (2) weeks in advance. Weekend, evening, and holiday hours are required during the duration of the summer conference season based on conference needs. Commitment to an "on-call schedule" for the summer is a requirement of this position. The position will end on August 9th, 2021. However, based on office needs, staff may be able to continue working through the end of August or into the fall semester.

Time Off Policy

- Requests for time-off are subject to approval and will be reviewed on an individual basis. Submitting a request does not guarantee time-off. Time-off requests must be submitted at least two (2) weeks in advance.
- Time-off requests for Medical/Dental appointments should be submitted as soon as possible and requested in hourly increments for scheduling purposes. Medical/Dental appointments may require a doctor's note for verification.
- Due to the nature of our business there will be limited time-off granted during the scheduled training dates in May over the 4th of July holiday and select dates based on conference group needs.

Overtime Policy

- Student hours are not to exceed 80 hours over a two-week pay period during the summer and must be inclusive of any other on-campus positions.
- In some unique situations, staff may be asked to work overtime to accommodate larger groups visiting campus

Background Check Policy

- Colorado State University may conduct background checks on all final candidates

Equal Opportunity Employer

Colorado State University does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression. Colorado State University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The Office of Equal Opportunity is located in 101 Student Services. Colorado State University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search and motor vehicle history

COVID-19 Update

Colorado State University continues to monitor the evolving COVID-19 pandemic. Current plans are to open in full operations for summer 2021. Should the institution decide to close during the summer and not allow for hosting of in person events, Conference & Event Services will notify staff immediately.

In addition, all CSU staff are required to follow the guidance of the University Pandemic Preparedness Team which is currently (as of 3/8/2021) requiring weekly saliva screenings. If required, all staff who are on-campus, will be required to follow these protocols.

Focus Area Assignments

Front Desk Specialist

- Coordinate the setup and takedown of each assigned residence hall desk
 - Halls will be divided into four areas: Durward/LV, Corbett/Allison, Newsom/AV, Summit/Edwards/Ingersoll
- Assist in preparation for conference groups by overseeing key preparation and attending check ins/outs for their designated hall
 - Key preparation includes:
 - printing labels, identifying small sleeve labels that may need replacement, double checking Kx to ensure proper information for conferences (check-in notes, user defined fields, etc.)
- Complete a weekly key audit of each assigned hall to ensure buildings are fully prepped and ready for upcoming conferences

Operations Specialist

- Provide on-site logistics, management and assistance
- Delivery, set-up and pick-up of audio/visual and other equipment
- Emergency set-up and/or clean-up of meeting space
- Assist with on-site registration services
- Assist CES Conference Assistants (CA) and Conference Managers (CM) with conference specific needs and other assigned tasks
- CES Mail Delivery
 - One day per week, staff will work in the CES office completing tasks and delivering mail to halls
- Design a summer-long staff social calendar and implement strategies to continue staff development outside of the job

Administrative Specialist

- Assist with coordinating housing arrangements, meals, meeting space, and other services for summer event groups while adhering to CSU policies and procedures
- Assist with preparing budgets, contracts, and event closing financial statements
- Communicate event information to the Guest Services Team and other campus partners
- Act as an ambassador for the university and CES office front desk customer service and coverage throughout the academic year; general office and clerical duties including: answering phones, greeting guests, directing office traffic, responding to emails, producing and updating forms, office inventory, filing, etc.
- Provide on-call assistance during the summer season