Conferences & Special Events - Conference Clerk
Residential Life/University Housing
General Position Description

Job Description:

Conference Clerks are summer employees of the Office of Conferences & Special Events. They are often the first person a guest encounters while attending a conference or camp. A Conference Clerk is responsible for securing and regulating activities in the various residence halls during the summer conference season. Duties include checking individuals and large groups in and out at the front desk, giving directions to guests, data entry, selling meal tickets and parking passes, and maintaining key inventories.

General Responsibilities:

▪ Provide excellent customer service to all guests
▪ Be diligent and on time to all shifts and meetings
▪ Maintain a supportive and cooperative attitude toward fellow staff members/supervisors
▪ Follow the procedures and guidelines of the University of Illinois and Office of Conferences & Special Events as outlined during training
▪ Seek clarification to questions and offer suggestions for improvement as necessary
▪ Provide emergency information and directions to guests as requested
▪ Review and document necessary information in the appropriate logbooks during each shift
▪ Maintain a secure environment for conference guests
▪ Report damage to the conference buildings and property
▪ Complete necessary guest paperwork and conference accounting
▪ Carry out other duties as assigned

Skills Required:

The skills required of Conference Clerks will vary somewhat depending upon the hall and the shift, but the applicant should be able to:

▪ Possess excellent communication skills
▪ Exhibit sound judgment within the scope of the position
▪ Always present a positive public image to guests and staff
▪ Demonstrate self-reliant, adaptable, and resourceful decision-making skills
▪ Provide accurate and clear directions within the residence halls and to campus and community locations
▪ Provide accurate and concise information to guests and staff about conference arrangements and needs
▪ Complete records accurately and efficiently
Be eager to teach and learn from others

*All positions with The Office of Conferences & Special Events are security sensitive.*

**Work Schedules and Policies:**

Conference Clerk shift times for working at the desk are listed below. Check in/out shifts, key inventories, and other shifts will vary. This position will have hours scheduled during the week and on the weekends. The schedule will vary each week and Conference Clerks will be notified of their schedules every 2 weeks. Conference Clerks could also be scheduled to work shifts based around miscellaneous major tasks that need to be completed.

- **First Shift:** 7–11 a.m.
- **Second Shift:** 11 a.m.–3 p.m.
- **Third Shift:** 3–7 p.m.
- **Fourth Shift:** 7–11 p.m.
- **Overnight Shift:** 11 p.m.–7 a.m. *(Students can apply for this shift specifically. All other shifts will be scheduled based on preference and availability.)*
- **Key Paddling Shift**
- **Conference Group Check In/Out**

*Conference Clerks are permitted to enroll in ONE summer course per summer session. If Conference Clerks enroll in a class, they will only be able to work 25 hours a week per University of Illinois policy. Staff interested in working more than 25 hours, may not enroll in classes.*

**Compensation:**

Compensation for this position includes $12.00 per hour plus a room for the summer and the option to purchase meals at a discounted rate.