Job Description:

Conference Coordinators are summer employees of the Office of Conferences & Special Events. They act as direct representatives of the Office of Conferences & Special Events to conference sponsors, support staff, University Dining, Housing Facilities, Campus Recreation, and other University departments and partners. Conference Coordinators are responsible for organizing housing, food service, and meeting space for conferences and camps and reports directly to the Coordinator of Conferences & Special Events. This position helps to supervise the Senior Clerks and Conference Clerks.

General Responsibilities:

- Act as primary contact for 20-30 conferences during the summer conference season
- Remain in contact with the conference sponsors prior to and during their stay on campus
- Act as an escalation point for Conference Clerks and Senior Clerks in order to resolve issues and make decisions that they are not authorized to make
- Be present at all conference check-ins and check-outs in order to ensure unanticipated issues can be resolved quickly and efficiently
- Coordinate on campus arrangements for contracted conference services (e.g. room reservations, meal requests, space reservations, check-in and check-out procedures) for each assigned summer conference
- Complete all necessary paperwork and data entry including meal counts, room assignments, conference front desk binders, and space reservation room set ups
- Share in on-call duty schedules during the summer conference season in order to respond to problems/emergencies related to conferences
- Respond to emergency situations and determine procedures to ensure the safety of conference sponsors and participants
- Role model proper procedures and processes to the other conference staff
- Assist Senior Clerks with Conference Clerk supervision and front desk duties
- Always maintain professional service-oriented attitude
- Provide data for Conference Clerk, Senior Clerk, and Office Assistant performance evaluations
- Carry out other duties as assigned

Skills Required:
• Possess excellent communication and organizational skills
• Exhibit sound judgment within the scope of the position
• Present a positive, mature, and professional attitude to guests and staff
• Demonstrate self-reliant, adaptable, and resourceful decision-making skills
• Feel comfortable in confronting individuals in a positive and professional manner
• Complete all paperwork and data entry without error
• Successfully respond to last minute changes and potentially high stress situations
• Provide accurate and concise information to guests and staff about conference arrangements and needs
• 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 Coordinators will work 35 to 40 hours per week (this time will fluctuate depending on the conference week)

Conference Coordinators may not be enrolled in ANY classes during the summer of their employment

Compensation:

Compensation for this position includes $13.50 per hour plus a room for the summer and the option to purchase meals at a discounted rate.