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

Job Description:

The Conference Senior Clerks are summer employees of the Office of Conferences & Special Events. They provide additional supervision, training, and support to the Conference Clerk staff. They also assist the Coordinator of Conferences & Special Events in ensuring that conference operations run smoothly and efficiently. They act as an on-site advisor to the clerk staff, a security presence in the building, and the contact between the front desk staff, Conference Coordinators, and Conferences & Special Events office.

General Responsibilities:

- Serve as a knowledgeable resource/support person for the Conference Clerk on duty, Conference Coordinators, and conference guests
- Complete multiple duty rounds in their assigned building(s) to ensure guest safety and serve as a visible security presence for the conference building(s)
- Supervise conference related front desk operations on a day-to-day basis
- Ensure reserved rooms are unlocked and setup correctly (including A/V) for conference groups
- Assist with clerk training
- Assist with clerk performance evaluations
- Provide emergency information and directions to guests as needed
- Respond to emergencies (i.e. medical, weather, facilities) and be the main point of contact for police, fire, or paramedics
- Document necessary information in the conference, Senior Clerk, and Conference Clerk logbooks
- Inspect and report damage to the conference buildings and properties
- Role model proper procedures and processes to the other conference staff
- Cover front desk operations while Conference Clerks take scheduled breaks
- Responsible for hall keys, ensuring they are organized, inventoried, and prepared for guests
- Assist with conference activities, such as check-ins/check-outs
- Management of vending refunds
- Carry out other duties as assigned

Skills Required:

- Feel comfortable confronting individuals in a positive and professional manner
- Possess excellent communication skills
- Exhibit sound judgment within the scope of the position
- Present a positive public image to guests and staff
- Demonstrate self-reliant, adaptable, and resourceful decision-making skills
- Provide accurate, clear directions within the residence halls and to campus community locations
- Provide correct information to guests and staff about conference arrangements and needs
- Complete records accurately
- Be eager to teach and learn from others

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

**Work Schedules and Policies:**

There are two shifts per day: 7 a.m. to 3 p.m. and 3 p.m. to 11 p.m. The Senior Clerk is on duty for up to five days a week. Shifts will be scheduled during the week and on the weekends.

*Senior Clerks may not be enrolled in ANY classes during the summer of their employment.*

**Compensation:**

Compensation for this position is $13.00 an hour plus a room for the summer and the option to purchase meals at a discounted rate.