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

The Conference Clerks of the Office of Conferences and Special Events are representatives of the University of Illinois and they are often the first person a conference guest comes in contact with while attending a conference or camp. A Conference Clerk is responsible for securing and regulating activities in the various residence halls across campus during the summer conference season and reports directly to the Coordinator of Conferences and Special Events. The duties of a Conference Clerk vary depending upon the hall and shift.

General Responsibilities of a Conference Clerk:

- Provide excellent customer service to all guests at all times
- Be diligent and on time to all shifts and meetings
- Maintain a supportive and cooperative attitude in regards to fellow staff members/supervisors
- Follow the procedures and guidelines of the University of Illinois and Office of Conferences and 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 by supervisors

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
- Present a positive public image to guests and staff at all times
- 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 and Special Events are security sensitive.*