The Conference Senior Clerk position is designed to provide additional supervision, training and support to the Conference Clerk staff and to assist the Coordinator of Conferences and Special Events in ensuring that conference operations run smoothly and efficiently during the summer conference season. Senior Clerks are liaisons between the Office of Conferences and Special Events, Facilities, and Dining Services and reports directly to the Coordinator of Conferences and Special Events. The following is a list of tasks and duties associated with the Conference Senior Clerk position. They offer a security presence and are the main contact between the front desk staff and the Conference Coordinators, and an on-site advisor to the Conference Clerk staff in our residence halls hosting conference guests. There are 2 shifts per day: 7:00 a.m. to 3:00pm and 3:00pm to 11:00pm. The Senior Clerk is on duty for up to five days a week.

General Responsibilities of a Senior Clerk:

- 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 refund
- Carry out other duties as assigned by supervisors

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

- 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 accurate 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 and Special Events are security sensitive.*