Position Description – Summer Programs Conference Aide

The Conference Aide provides services for conferences, camps, and Summer School residents that are housed in Clemson University residence halls and apartments from May-August. This person serves as the primary contact to the program sponsors and supervises the Desk Supervisor and Night Manager team and coordinates closely with their designated "Co-Conference Aide". Conference Aides will work in a team to assist groups with check-ins, check-outs, building issues, and any customer services that may arise from a group's arrival through departure. This staff member is required to live on campus during the summer and housing will be provided at no charge.

Responsibilities

- Be able to work in "teams" comprised of a Co-Conference Aide, Desk Supervisors, and Night Managers to provide support to designated group(s).
- Be available by cell phone 24/7 (phone provided by department).
- Be available to work office shifts in the Summer Programs Office.
- Supervise team of Desk Supervisors and Night Managers designated for specific conferences/buildings.
- Coordinate all conference operations with Co-Conference Aide.
- Establish excellent communication with designated "Co-Conference Aide."
- Conduct check-ins and check-outs for assigned groups.
- Prepare key/meal card packets for assigned groups.
- Provide excellent customer service in-person and by phone.
- Ensure residence halls are ready for assigned group's arrival by coordinating building walk through.
- Complete room checks after groups check-out, remove trash, and collect lost and found items.
- Work with team of staff to transition buildings from summer to fall housing.
- Attend weekly staff meetings and all training sessions.
- Responsible to work with Co-Conference Aide, Desk Supervisor and Night Manager Team to create and post appropriate building signage.
- Communicate regularly with Summer Programs staff. Meet with team of Co-Conference Aide, Desk Supervisors and Night Managers weekly to provide details regarding assigned groups.
- Provide all information to assigned groups and staff in a timely manner.
- Become proficient in University housing software programs such as StarRez and Kronos that are necessary to perform all job functions.
- Become proficient in keyboxes and keybox audit system.
- Collaborate with assigned groups and other departments, as needed, to provide successful guest experience.
- Multi-task and prioritize functions to meet deadlines.
- Work independently and be primary point of contact for assigned groups.
- Work in a team environment.
- Assist with 2019 Fall Early Arrival building preparation and check-in.
- Assist with 2019 Room Inventories prior to fall arrivals.

Position Description – Summer Programs Conference Aide

- Assist with other duties, as needed.
- Attend mandatory training, May 7-9, 2019.
- Be available to work from May 12-August 17, 2019 and perform all duties listed above.

Requirements

- Conference Aide may not be enrolled in Summer School classes, may not be employed by another department or organization, and may not be involved in other activities that would limit availability.
- Ability to work mornings, afternoons, evenings, and weekends and work up to 28 hours per week or more, as needed.
- Must be able to lift up to 50 lbs.
- Must be enrolled as a Clemson University student in spring 2019 semester.
- Must maintain a cumulative GPA of 2.25 at time of submission of application.
- Lived in University Housing for a minimum of one semester.
- Required to live on campus from May 12-August 17, 2019.
- Ability to maintain a friendly and welcoming demeanor at all times.
- Ability to learn all computer systems and keyboxes.
- Excellent communication skills and strong organizational skills.
- Valid driver's license.

Pay and Benefits

- $10.00 per hour
- On-Campus Housing
- Summer Meal Plan