

**Conference & Events Services  
Student Staff Positions  
Summer 2018**

**Conference & Event Ambassadors – Field**

Complete conference and event preparation tasks including, but not limited to, checking group transportation schedules, ensuring that requested meeting and classroom space are prepared and arranging tables and chairs.

Plan for group check-ins and check-outs by making and revising key packets, assembling check-in totes, posting and removing signage, setting up tables and chairs, and other related tasks.

Prepare residence halls for incoming clients by conducting pre-occupancy walk-throughs, delivering or removing linens and amenities, making beds, bunking and debunking beds, and assessing readiness of facilities.

Complete facility pre-checks prior to address any concerns and provide a client walk-through, if needed.

Perform facility post-checks to assess and log any damages to College property, track lost and found, and prepare building for the next group arrival.

Communicate task completion and questions to the Associate Director to facilitate accurate and timely event preparation.

Remove trash and perform light housekeeping and simple maintenance as needed during facility inspections to provide a quality experience for all clients.

Compile and maintain log for assigned residence halls, including building layouts, offline rooms, trash and recycling bin locations, emergency information, and damage/work order information.

Provide ongoing service to clients throughout their stay by performing tasks such as linen exchange, mail/package delivery, troubleshooting maintenance concerns, and reviewing housekeeping work.

Review linen deliveries and assist in reconciling orders and returns to ensure sufficient inventory for clients.

**General Responsibilities**

Serve as a College representative to clients and guests by displaying a professional and positive manner.

Provide excellent customer service to guests and clients by answering questions, providing instructions, campus information, and troubleshooting.

Attend scheduled staff meetings and staff group check-in and check-out, as needed.

Rotate on-call schedule to address after hours check-ins, issues, and emergencies.

Complete nightly rounds to check for propped doors and other security or safety concerns.

Alert administrative staff of any safety or security concerns and respond to emergencies in a calm and professional manner.

Assist administrative staff by monitoring tasks and services associated with clients and performing other client management tasks, as requested.

Serve as a resource for clients and guests by managing the Sadler Center Information Desk. Tasks include, but are not limited to, answering phones and guest questions, alerting administrative staff to guest concerns, and delivering messages to the appropriate departments.