

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

Conference & Event Ambassadors – Office

Assist with office work including, but not limited to, answering phones, assisting conference guests, and preparing conference materials.

Maintain office filing and organization systems including, but not limited to, Urgent Boxes and Key Drop Boxes; track office supply inventories and orders.

Send, receive, and return office mail, voicemails, emails, and faxes.

Perform data entry in Conference Programmer software.

Consolidate time sheets and submit to Associate Director for review.

Generate a variety of group reports for distribution to various departments (including Facilities Management and Campus Police) to facilitate interdepartmental conference and event planning.

Track payment for individual accounts by providing confirmation and modifying registration records.

Maintain detailed notes regarding payment transactions for history and billing purposes and follow up on unpaid accounts.

Process credit card payments, vendor payments, purchase order invoices, and deposits according to College policies; maintain transaction records and send corresponding confirmations.

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.