

JOB TITLE: Events & Conferences Conference Assistant (2 positions)

EMPLOYMENT DATES: Spring TBD – August 31

SALARY: \$12.50/hour (plus campus housing starting in mid-May)

WORK SCHEDULE: 8-15 hour per week during the academic year. 35-40 hours per week during the summer. Early morning, night and weekend shifts will be required depending on conference schedules.

Training and general office hours will begin between February and March, and will require a **minimum of 8 hours per week during the academic year.**

From May 14-August 31, schedule must consist of at least 35 hours per week. The work schedule will not allow for summer classes to be taken, other jobs or internships. Schedule will not allow for more than 3 days off in a row, prior to mid-August. Time off will need to be approved in-advance.

QUALIFICATIONS:

- Currently enrolled as a Boston University undergraduate student.
- Knowledge of the hospitality field as well as previous work experience in food/ beverage, customer service or hospitality.
- Must have valid US driver's license with clean driving record.
- Ideal candidates will have attention to detail, ability to problem-solve and think on ones feet, excellent customer service skills and a professional demeanor. Dependability and flexibility to adapt to changing responsibilities depending on the particulars of the event/conference.
- Experience working in Excel to create/update spreadsheets is a plus.
- Must be able to stand for long periods and lift 25 pounds.

OVERALL RESPONSIBILITIES:

Conference Assistants have office hours at Events & Conferences to assist with administrative duties. Most work hours fall Monday-Friday between 9am and 5pm, however, schedule will often fluctuate based on event/conference schedule (nights and weekends are required).

Conference Assistants also work with the professional staff in Events & Conferences to provide onsite coverage and support for events, conferences and housing check-ins. In addition, assistants may have the opportunity to work directly with clients to assist in the planning, contractual, logistical, and on-site needs of their conference.

PRINCIPAL DUTIES:

- Serve as a representative of department to our summer housing and private event clients.
- Be available to prepare contracts and necessary paperwork as well as collect, organize and distribute information from clients such as room lists and dining counts.
- Provide on-site coverage at a variety of social functions and conferences both as a face to face contact for clients but also to facilitate Catering, A/V, set-up and other needs. Specifically:
 - Ensure all conference and meeting locations are set and prepared according to client requirements.
 - Verify on-time and accurate delivery of food and beverage at catered events.
 - Verify that necessary A/V equipment is functioning and ready.
 - Assist with program arrival and departures at residence halls.
 - Deliver materials or equipment to event locations.
 - Proactively respond to needs and requests of clients and guests.
- Assist with general administrative duties or special office projects such as updating spreadsheets, answering phones/ emails, taking event inquiries.

E & C will provide a uniform shirt and name tag. Dress will be determined by work assigned for that day but should be either the uniform shirt or business casual. A name tag must be worn anytime you are in a residence hall or providing event coverage.