

JOB TITLE: Conference Coordinator (5 positions)

EMPLOYMENT DATES: Spring TBD – August 31

SALARY: \$13.75/ hour (plus campus housing starting in mid-May)

WORK SCHEDULE: 10-15 hours 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 10 hours per week during the academic year.**

From May 14-Aug 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. Preference will be given to someone that is hoping to pursue a career in event/conference planning.
- 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 candidate will have attention to detail, excellent written and verbal communication, ability to problem-solve and demonstrate good judgement, excellent customer service skills, and professional demeanor.
- Flexibility to adapt to changing responsibilities depending on the particulars of the event/conference.
- Proficiency working in Excel to create/update spreadsheets.
- Must be able to stand for long periods and lift at least 25 pounds.

OVERALL RESPONSIBILITIES:

Conference Coordinators are responsible for working directly with internal and external clients to assist in the planning, contractual, logistical, and on-site needs. Coordinators will have office hours at Events & Conferences and will assist with general administrative duties. In addition, coordinators will provide support to the Event Services staff with their events.

PRINCIPAL DUTIES:

- Serve as a representative of Events & Conferences to our summer housing and private event clients.
- Prepare contracts and necessary paperwork including all steps of invoicing, billing and collecting payment.
- Collect, organize and distribute information from the client such as room lists and dining counts.
- Coordinate logistical needs with various campus service departments such as Catering or Parking.
- Facilitate post-conference client surveys and create event recap notes.
- Provide on-site coverage at a variety of social functions and conferences to include:
 - Ensuring conference and meeting locations are set and prepared according to client requirements.
 - Verifying on-time and accurate delivery of food and beverage at catered events.
 - Verifying that necessary A/V equipment is functioning and ready.
 - Assisting with program arrival and departures at residence halls.
 - Delivering materials or equipment to event locations.
 - Proactively responding to needs and requests of clients and guests.

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.