



Events & Conferences

JOB TITLE: Conference Assistant (1 opening)

EMPLOYMENT DATES: Spring TBD – August 31

WORK SCHEDULE: 8-12 hour per week during spring semester; 35-40 hours per week during the summer

TRAINING SCHEDULE: Training will begin around April 1, and will require a minimum of 8 hours per week during the spring semester.

SUMMER SCHEDULE: From May 13 through Aug 31, schedule will be a minimum of 35 hours per week. Early morning, evening and weekend shifts will be required based on conference calendar. The work schedule will not allow for summer classes, other jobs, or internships. It will also not allow for more than 3 consecutive days off, prior to mid-August. Time off will need to be approved in advance.

SALARY: \$15.50/hour (plus campus housing starting in after Commencement Weekend)

OVERALL RESPONSIBILITIES:

Assistants work with the professional staff in Events & Conferences to provide administrative support and onsite coverage at events, conferences and housing check-ins. The default schedule is Monday through Friday between 9am and 5pm but fluctuates based on the event calendar. Early mornings, evenings, and weekends are required. The staffing schedule will be published in advance.

PRINCIPAL DUTIES:

- Provide administrative support to professional staff to help plan and execute client programming.
- Assist with collecting, organizing and distributing client information (i.e. housing, dining and parking, etc.).
- Provide event coverage as an on-site contact for clients and service providers.
 - 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.
 - Create signage materials for event locations.
- Assist with other administrative projects such as updating spreadsheets, cross-checking event information, and answering phone calls and emails.

QUALIFICATIONS:

- Currently enrolled as a Boston University student.
- Previous work experience in customer service, hospitality, or food & beverage is preferred.
- 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, dependability, and a professional demeanor.
- Flexibility to adapt to changing responsibilities depending on the particulars of the event/conference.
- Experience working in Excel to create and update spreadsheets is a plus.
- Must be able to stand for long periods and lift 25 pounds.

E&C will provide a name tag that must be while providing on-site event coverage or in a residence hall. Dress will be determined by work assigned for that day but will likely be business casual.