

**Cornell University  
Student Summer Internship**

<b>Job Title:</b> Conference Manager	<b>Updated:</b> September, 2007
<b>Classification:</b> Student Service/Community Assistant III (C007)	<b>Job Level:</b> C
<b>Hours:</b> 25–35 hours per week; must work days, nights, and weekends	<b>Wage:</b> \$10.00 per hour, air conditioned on-campus housing, \$275 summer bucks, free laundry
<b>Dates:</b> February 1–August 16 (28 weeks)	<b>FWS:</b> Available
<b>Department:</b> Conference Services (RES)	<b>Supervisor:</b> Conference Planner
<b>Location:</b> Robert Purcell Community Center	

**Position Summary**

Conference Services hosts over 16,000 guests in over 150 conferences during the summer and provides excellent customer service. The conference manager is responsible for helping to coordinate meetings, conferences, special programs and special events for university departments and non-university groups. The position is responsible for organizing the operations of the check-in desk, facilitate a line of communication between conference planners and conference assistants, and oversee functions that interact with Campus and community entities.

**Required Qualifications**

- Current full-time Cornell student and registered for full-time study in fall 2008
- Must be patient, courteous, professional and have a strong customer-service orientation
- Able to work independently and on a team in a fast-paced, demanding, dynamic environment
- Excellent customer service, interpersonal, and hospitality skills
- Ability to manage a group and keep others on task
- Job history of dependability and accuracy in tasks requiring detail
- Comprehensive knowledge of campus and community services
- Demonstrated organizational skills and keen attention to detail
- Readily adaptable to change, resourceful and able to solve problems quickly and creatively
- Valid driver's license
- Knowledge of PC computers and related software

**Responsibilities**

Front Desk Customer Service –

- Welcome guests promptly and professionally; answer questions and make referrals.
- Perform opening and closing procedures and reconcile cash register.
- Check-in conference attendees, distribute keys and access cards, and collect fees.
- Process payments for housing, dining, parking, billiards, stamps, laundry, and other services using the cash register, credit card machine, and FileMaker database.
- Provide information and concierge services to visitors, conference attendees, and conference facilitators.
- Maintain a thorough understanding of current conferences and who is responsible for what within the department, Campus Life, and the University to be able to direct customers correctly.
- Process service requests to maintain residential and Community Center facilities. Determine level of urgency per established policies.

Conference Planning and Execution –

- Assign Conferences to specific Conference Assistants based on their abilities and interest
- Oversee the Conference Assistants planning and execution of their conferences by providing

checklists and agendas prior to the conference arrival.

- Prepare for and work at events including check-ins, checkouts, catered functions, meetings, and presentations.
- Serve as contact for conference facilitators and participants; provide necessary information pertaining to changes.
- Ensure that the Conference Assistant has prepared accurate billing within 72 hours of your assigned conferences' departure.

#### Other

- Plan an orientation and training session for all conference assistants
- Coordinate weekly staff meetings with Conference Assistants and Planners
- Attend weekly meetings with the conference planners
- Perform other duties as assigned.

#### **Job Factors**

Supervision Received:	General supervision by Conference Planner
Supervision Given:	Direct supervision of Conference Assistants
Decision-Making:	Occasionally adapts established procedures to resolve unusual cases, recommends policy and procedural changes within the department.
Accountability:	Significant accountability through a scope of impact beyond the University
Contacts:.	Receive and provide information within the university. Frequently conduct complex business with students and people outside the University.
Working Conditions:	Typically lifts 20–50 lbs. Normal visual concentration. Limited exposure to hazards.

#### **Skills for Success — essential skills for individual and organizational success**

##### Adaptability

- Is flexible, open and receptive to new ideas and approaches
- Adapts to changing priorities, situations and demands
- Handles multiple tasks and priorities

##### Communication

- Demonstrates the ability to express thoughts clearly, both orally and in writing
- Demonstrates effective listening skills
- Shares knowledge and information
- Asks questions

##### Hospitality-Minded

- Is approachable and accessible to others
- Reaches out to be helpful in a timely and responsive manner
- Strives to satisfy internal and external customers
- Is diplomatic, courteous, and welcoming

##### Inclusiveness

- Shows respect for differences in backgrounds, lifestyles, viewpoints, and needs in reference to areas such as ethnicity, race, gender, creed, and sexual orientation
- Promotes cooperation and a welcoming environment for all
- Works to understand the perspectives brought by all individuals

##### Teamwork

- Builds working relationships to solve problems and achieve common goals
- Demonstrates sensitivity to the needs of others

- Offers assistance, support, and feedback to others

#### Motivation

- Shows initiative, anticipates needs and takes actions
- Engages in problem-solving; demonstrates innovation and creativity
- Suggests ways to improve and be more efficient
- Strives to achieve individual, unit, and university goals

#### Self Development

- Enhances personal knowledge, skills, and abilities
- Anticipates and adapts to technological advances and other changes as needed
- Seeks and acts upon performance feedback

#### Stewardship

- Demonstrates accountability in all work responsibilities
- Exercises sound and ethical judgment
- Shows commitment to work and to consequences of own actions