

**Cornell University
Student Summer Internship**

Job Title:	West Campus Conference Assistant	Updated:	November, 2008
Classification:	Student Service/Community Assistant II (C007)	Job Level:	C
Hours:	5-25 hours per week in the summer; must be available to work some days, nights and weekends	Wage:	\$7.50 per hour, air conditioned on-campus housing, free laundry
Dates:	May 18, 2009 – August 16, 2009	FWS:	Available
Department:	Conference Services (RCCES)	Supervisor:	Student Manager
Location:	West Campus and 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. West Campus Conference Assistants are responsible for organizing the details of the conferences, special programs and special events for the university departments and non-university groups that stay in the West Campus House System. The position is also responsible for operating the check-in desk and maintaining an active line of communication with all team members.

Assistants reside in the West Campus Houses and provide assistance to conference guests who stay in the same building by providing office hours and on call assistance as necessary. Weekly hours will vary depending on the size and duration of the conferences in the building. Assistants may occasionally be required to help with larger conference events that are not limited to West Campus.

Required Qualifications

- Current full-time Cornell student and registered for full-time study in fall 2009
- 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 work with 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, activity, parking, billiards, stamps, laundry, and other services using the cash register, credit card machine, and StarRez
- 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 able to direct customers correctly.
- Process service requests to maintain residential and Community Center facilities. Determine level of urgency per established policies.
- Staff on-call service hours to answer the telephone and check guests in after hours.

Conference Planning and Execution

- Plan and coordinate the conferences according to the needs of each specific group.
- 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.
- Prepare accurate information for billing within 5 days of your assigned conference groups' departure.

Other

- Attend all orientation and training for Conference Assistants
- Attend weekly staff meetings with Conference Managers and Planners
- Attend weekly meetings with Conference Managers
- Perform other duties as assigned.

Job Factors

Supervision Received:	General supervision by Conference Planners and Managers
Supervision Given:	Occasional guidance to coworkers.
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