

Summer Conference Associate

❖ *Position Description:*

Longwood University Office of University Events and Ceremonies

The Conference Associate serves as the primary workforce for individual conferences and reports to the Conference Coordinator(s) and UE&C Staff.

Individuals applying must be current college students with a working knowledge of the Longwood University campus. Conference Associates will work an average of 30-40 hours per week.

**Due to the workload and time demands, Conference Associates may not take any summer courses requiring classroom attendance (online classes are allowed). Mandatory training will take place the week after finals. Applicants that are unable to attend all training will not be considered for the position.

❖ *Position Requirements:*

Other responsibilities include, but are not limited to:

- Guest Relations - positively represent Longwood University to all conference guests and University faculty/staff
- Provide continuous customer service for conference guests
- Review conference requirements and itinerary with team members, coordinators, the Conference Specialist, and the Event Managers prior to conference arrival
- Assist with preparation of keys and access cards prior to conference arrival
- Ensure residence hall preparations are complete and prepare a Room Condition Report (RCR) on any problems encountered (includes touring the assigned residence hall prior to the arrival of each conference to check for cleanliness, making sure bulletin boards are up to date, maintenance problems are repaired,

housekeeping has completed preparation of the rooms with requested linens, etc.)

- Handle distribution and collection of pillows
- Execute the preparation of registration materials prior to conference arrival
- Assist with check-in and check-out of conference groups
- Report necessary maintenance needs to the work order center and follow-up on completion
- Set up special events, meeting spaces, and table arrangements at designated areas and times
- Check all set-ups for conference groups before, during, and after specified meeting times
- Help with transportation needs of various groups while on campus, including the operation of state-owned vehicles.
- To comply with state requirements the applicant must have a valid driver's license. Upon being hired, the employee will be required to complete a DMV release form for the University to verify and monitor a valid license.
- Provide assistance to conference groups while on campus, i.e. making copies, transmitting faxes, errands, setting up water stations, acquiring and providing athletic equipment to groups, etc.
- Perform occasional overnight on-call services in your assigned on-campus residence.
- Attend all training and staff development sessions and weekly meetings throughout the conference season
- Other such duties as assigned

❖ ***Position Benefits:***

- \$13.00 per hour with opportunities for overtime
- Free private housing in an air-conditioned residence hall room
- Lancer Cash

Summer Conference Coordinator

❖ ***Position Description:***

Conference Coordinator | Longwood University Office of University Events and Ceremonies

The Conference Coordinator reports directly to the Office of University Events and Ceremonies (UEC) Staff.

A primary responsibility of this position is reviewing conference requirements to ensure availability and readiness of all spaces used by conference guests. This individual must possess strong organizational and project management skills. The Conference Coordinator will assist with the supervision of a staff of up to 10 team members.

The Conference Coordinator will have the opportunity to work an average of 30-40 hours per week. Individuals applying must be highly self-motivated, leadership-oriented, and must be current college students with a working knowledge of the Longwood University campus.

Due to the workload and time demands, the Conference Coordinator may not take any summer courses requiring classroom attendance (online classes are allowed). Mandatory training will take place the week after final exams. Applicants that are unable to attend the training will not be considered for the position.

❖ ***Requirements:***

Other responsibilities include, but are not limited to:

-Review all details and requirements of every scheduled conference prior to the start of conference season, and ensure execution of those details and requirements

daily

- Oversee and manage Summer Conference Associates
- Be directly responsible for creating the Daily Task List (DTL) for each day of work
- Assist UEC Staff with inputting information into the Conference Programmer software
- Serve as the point person for all access cards, room and master keys to every residence hall occupied by summer conferences and all-access cards assigned to summer conference participants
- Perform an access card and key inventory before and after each conference; report any losses
- Manage the preparation of and registration materials prior to conference arrival
- Complete Room Condition Reports and oversee the preparations for conference housing
- Be directly responsible for making sure all technology in academic and meeting facilities used by conferences is in good working condition
- Oversee setups as directed by UEC Staff
- Attend weekly leadership meetings with fellow coordinators and UEC Staff.
- Attend all training sessions and weekly team meetings throughout the conference season
- Assist with the supervision of a staff of up to 10 team members
- Communicate any and all pertinent information from UEC Staff directly to the conference team
- Perform overnight on-call services in the residence halls as required
- Operate state-owned vehicles as needed to assist guests and staff
- To comply with state requirements the applicant must have a valid driver's license. Upon being hired, the employee will be required to complete a DMV release form for the University to verify and monitor a valid license.
- Provide exceptional customer service for conference guests
- Coach, motivate, develop and support Conference Associates
- Lead and conduct evaluations of all Conference Associates
- Other duties as assigned

❖ ***Position Benefits:***

- \$18 per hour with opportunities for overtime
- Free, private housing in a residence hall room
- Complimentary Lancer Cash
- Key leadership experience