

SUMMER CONFERENCE ASSISTANT – SUMMER 2024

SUMMARY OF QUALIFICATIONS AND RESPONSIBILITIES

POSITION OVERVIEW

The Summer Conference Assistant is a **residential**, full-time, temporary student position with Conference Services at Rider University. Successful candidates will work under the direct supervision of the Grad Assistant of Conference Services. Summer Conference Assistants are hired to provide support to summer camps and conferences.

Conference Services experiences high volume periods during which individual requests for extended time off for vacation may not be able to be accommodated.

REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE

High School or equivalent. Must be at least 18 years of age. **Valid driver's license required**. Individual must possess excellent skills to include:

- Ability to multi-task
- Organization and attention to detail
- Communication (verbal and written)
- Strong work ethic
- Ability to problem solve
- Time management
- Ability to work well under pressure
- Outgoing
- Self-motivated
- Ability to address minor infractions, clearly and assertively
- Attentive to following specific instructions
- Familiar with Microsoft Word and Excel and Google drive shared documents
- Ability to be pleasant, polite and cooperative with fellow employees, University community and external community
- Customer service

The satisfactory completion of a background check, as well as complete a required Online Safety Driving Course. Passing of the course is required to enable access to drive a Rider University vehicle (golf cart).

KEY POSITION ACCOUNTABILITIES

Client Interaction/Liaison

- Assume regularly scheduled residence hall duty responsibility
- Conduct participant check-in and check-out of the residence halls
- Deliver quality customer service to participants, vendors and clients
- Assist in handling emergency situations relating to Conference Services, reporting all information to the Grad Assistant of Conference Services
- Assist in coordinating client requests including, but not limited to, event set-up and breakdown, technology, food service and housing
- Be approachable and available to interact on a regular basis with clients and intervene in problem situations appropriately
- Monitor participants' conduct for adherence to campus policies and procedures and report incidents of misconduct
- Serve as a positive role model for appropriate living behavior
- Act as a liaison between students, group leaders, external clients and/or University community
- Provide ice and water service to Camps and Conferences as needed

Accommodations/Facilities

- Open, prepare and inventory residence halls, meeting rooms, conference spaces and athletic venues prior to the start of the season
- Prepare and maintain athletic venues for camps and conferences, including Alumni Gym, Student Recreation Center and athletic fields
- Coordinate rooming accommodations
- Inspect residence halls before and after each groups' stay
- Close and inventory residence halls, meeting rooms, conference spaces and athletic venues at the conclusion of the season
- Manage key, equipment and supply inventories
- Report custodial and maintenance issues to appropriate campus resource and follow up on all reports filed

Training/Meetings

- Attend training meetings as a set by Conference Services and Human Resources

General

- Perform general office duties such as typing, filing and answering telephones
- Perform additional duties as assigned by the Grad Assistant of Conference Services

PHYSICAL DEMANDS

- The ability to lift 50 pounds
- Long periods of standing
- Walking up stairs
- Stretching
- Bending

WORK SCHEDULE/HOUSING REQUIREMENTS

- Individual must have flexibility to include nights and weekends
- Hours per week can vary significantly over the course of the summer and a minimum number of hours per week is not guaranteed. The maximum work hours is 40 hours per week, and the maximum will be required by all staff members during peak weeks.
- Individuals will be required to reside in residence hall for the duration of the summer camps and conferences season (except for those days off noted on shift schedule).

COMPENSATION/BENEFITS

- Hourly wage dependent upon experience level with the program
- Residence hall housing and discounted meal plan

LOCATION

Rider University, Lawrenceville, New Jersey

START/END DATES

May 14, 2024– August 18, 2024 (subject to change)

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