

Conference Assistant Position Description

Summer 2009

THE POSITION:

The Office of Conference Services is seeking a minimum of 20 student leaders to assist in all operations of the Conference Services Program. The Conference Assistant, or CA, is a representative of Eastern Illinois University. A CA is responsible for accommodating the needs of approximately 60 conference groups and 12,000 guests during the conference season (May 11 – August 20) at Eastern Illinois University.

Each CA will be the first and primary contact for each camp or conference guest. The CA represents themselves, the Conference Services program, and Eastern Illinois University as a provider of quality customer service.

What does a Conference Assistant do?

- *Assists with preparations, welcoming, check-ins, and check-outs of summer guests.
- *Works with Panther Dining by swiping meal cards and wiping tables.
- *Disseminates information concerning campus housing rules, regulations, policies, and procedures to guests.
- *Participates in evening and weekend duty as assigned.
- *Completes safety and security rounds throughout the building and are accessible to assist summer guests.
- *Demonstrates a commitment to the highest standard of ethics at all times.
- *Attends linen shifts and assists the Guest Services Assistants with the linen operation (making beds, washing & folding linen, distributing linens, etc.).
- *Conducts administrative duties at the residence hall front desk.

WHAT CAN THE CONFERENCE ASSISTANT POSITION DO FOR YOU?

- Develop or improve your customer service skills, which can be easily applied to any profession
- Develop or improve your administrative and time management skills
- Develop or improve your ability to relate to others
- Provide instruction on how to handle emergency or crisis situations
- Assist you in becoming more involved in the Eastern Illinois University Community
- Allows you to take classes that will help you stick to your graduation plan
- Create life-long friendships with fellow staff members
- Room (single room when available) and Board (when dining services are in operation) during the summer, along with additional hourly wages

QUALIFICATIONS:

Candidates must demonstrate academic proficiency, must be in good judicial standing and have a minimum of a 2.25 GPA at the time of application and start of employment, strong communication and customer service skills, a positive attitude toward Eastern Illinois University, and should possess a wide range of knowledge and/or involvement in campus organizations.

All CAs are required to attend an extensive training program from May 11th-20th. The dates of employment will be from May 11 – June 28, 2009 or May 11 – August 20, 2009.

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You do not have to enroll in classes to work as a CA. However, CAs can enroll for summer classes during the 6 week or the 8 week summer sessions. CAs may take no more than 2 classes. Please remember that CAs may not take any classes during the 4 week session, as this time will be spent in training and track meet preparation.

REMUNERATION:

CAs will receive minimum wage in addition to Room and Board (when dining services are in operation). CAs must work a minimum of 40 hours per pay period to receive the room and board package. A CA working all summer can expect to earn \$2500 or more in cash. The total package could be worth over \$4000 during a three and a half month term of employment.

INTERVIEW:

Individual interviews with the Conference Service Staff will be Tuesday, January 20th from 4:00pm-9:00pm and Wednesday, January 21st from 4:00pm-9:00pm. Interviews will last 20 minutes. Applicants are asked to arrive 10 minutes before their scheduled interview. All interviews will be in Thomas Hall. Applicants will be contacted by the Conference Services Office with their interview time after the application deadline has passed.

If you have any questions regarding the application or selection process, please contact:

Matt Boyer
581-7482
mboyer@eiu.edu

Thank you for your interest in the Conference Assistant Position. We look forward to meeting you!

*Eastern Illinois University is an equal opportunity/equal access/affirmative action
employer committed to achieving a diverse community.*