Conference Assistant

Employment Period: March - August

Conference & Event Services, Colorado State University

The Colorado State University Conference & Event Services (CES) offers CSU students an opportunity to enhance their academic learning experience in real work environments by learning how to plan and organize conferences and events at one of the leading university conference operations in the country. CSU Conference Services is one-stop shop certified through the Association of Collegiate Conferences and Events Directors-International and provides all clients with one contract, one contact and one bill for their conference/event held on campus. CES serves as the main contact and coordinates all on-campus needs and services for each group by working with various departments across campus.

Under the supervision of the Assistant Director for CES, the Conference Assistant will serve in a position that delivers superior customers service for conferences/events by directly providing logistical and planning support for on-campus programs. Students accepted in this position are part of the professional conference services team working with various campus partners, conference and event clients, and other CES professional staff on a daily basis to provide services for conference and event groups of all sizes.

Job Responsibilities & Duties:

- Evaluate requirements for each conference and identify, locate and schedule appropriate facilities and other necessary resources and will understand and follow CSU policies and procedures when committing University resources
- Coordinate housing arrangements, meals, meeting space and all other services for groups
- Prepare budgets, contracts and closing financial statements
- Communicate conference/event information to the Guest Services Team and other campus partners
- Provide on-site logistics management and assistance
- Delivery, set-up, and pick-up of a/v and other equipment
- Emergency set-up and/or clean-up of meeting space
- Assist with on-site registration services
- Act as an ambassador to conference/event guests for the University and Conference & Event Services
- Occasional CES office front desk customer service and coverage
- Provide on-call assistance and potential overtime hours in order to accommodate larger groups
• Assigned to a professional CES event manager and will assist with projects/tasks related to larger, more complex conferences and events
• Other duties as assigned

Desired Qualifications

• One (1) year of experience in a customer service position and/or events
• Strong commitment to customer service
• High level organizational skills
• Professionalism expressed in actions and appearance at all times
• Strong oral and written communication skills
• Highly flexible and willingness to handle a wide variety of tasks in detail oriented fashion
• Knowledge of the Colorado State University campus and the surrounding Fort Collins area
• Self-motivated, self-confident, and resourceful
• Ability to problem-solve
• Able to work effectively as a supportive team member
• Ability to work with a diverse group of local, state, and national groups

Requirements

• Must be a CSU student with a minimum cumulative grade point average of 2.5 at the time of application
• Must be in good disciplinary standing with the University
• Must be available 30-40 hours per week to include evenings, weekends, and holidays
• Must forego any summer classes or second job during contracted employment period
• Must have a valid driver’s license
• Must successfully pass a background check a department of motor vehicle screening

The position begins on Monday, March 14th, 2016 with an estimated 10 hours per week through mid-May, including (3) three mandatory spring training dates in April. Hours can/will increase during June and July up to 35-40 hours week with 20 guaranteed until August 13th, 2015. Hours will flex from week to week based on conference needs. Weekend and evening hours are required during the summer conference season. Commitment to an “on-call schedule” for the summer is a requirement of this position. This position will end in the second week of August, 2016, though the exact date is to be determined and may be extended based on need.

Compensation

Conference Assistant will earn $9.15 per hour.
Educational and Work Experience Benefits of the CES Conference Assistant

This position offers customer service experience that is applicable to the hospitality and event industry. Additionally, the CES Conference Assistant learns the “nuts and bolts” of conference planning and coordination including communication, team work, registration, logistics management, customer service and financial management. The Conference Assistant experience will provide the following learning outcomes; customer service, full-scale event logistics and collaboration across campus.

Equal Opportunity Employer
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Colorado State University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search and motor vehicle history.