

OFFICE OF EVENT MANAGEMENT

POSITION DESCRIPTIONS

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The Conference Services Staff will be responsible for meeting the needs of conference groups and their participants housed at Hofstra throughout the summer.

Duties include but are not limited to the following:

Guest Services Representatives

- Assist Conference Coordinators with all facets of summer conferences
- Act as liaison between the Conference group and the Hofstra Departments to ensure a successful conference including, but not limited to:
 - welcoming conference groups
 - assist groups with becoming familiar with the campus and community, offer directions/assistance
 - assist with last minute requests
 - understand the roles of other Hofstra departments in order to assist the guests better
- Ensure conference groups are properly welcomed and assist with familiarity of the campus and community
- Assist in conference check-ins/outs, complete registration cards and issue/collect keys and identification cards to all registered participants as assigned
- Assist in the preparation of all residence hall keys prior to the arrival of a conference
- Perform clerical duties, such as, answering the telephone, sorting and distributing mail, limited typing and filing.
- Prepare conference group housing by completing a quality check prior to check-in and post check-out, providing linen exchange and aiding in the correction of any problems associated with guest housing.
- Assist other Conference Services and Event Management staff with any other duties deemed necessary.

Field Team Supervisor

- Prepare conference group housing by completing a quality check prior to check-in and post check-out, providing linen exchange and aiding in the correction of any problems associated with guest housing.
- Maintain an accurate inventory of linen supply.
- Assist in the coordination with laundry service collections and deliveries.
- Assist in the overall supervision of the Field Team.
- Assist other Conference Services and Event Management staff with any other duties deemed necessary.

Key Team Supervisor

- Strong Attention to detail required.
- Assist in the preparation of all residence hall keys prior to the arrival of a conference.
- Gather information regarding group's check-in and check-out, including:
 - Check-In, Check-Out Date, Time & Location
 - Room Assignments
 - Knowledge of group's overall description- purpose, age range, gender- be prepared for any registration questions or complaints regarding assignments
- Manage Registration Desk
 - Bring appropriate rooming list reports
 - Ensure keys have been gathered in advance of registration
 - Verify that registration tables and chairs are on request in R25
 - Visit registration site at least an hour prior to check-in time to ensure registration is set-

up correctly

- Ensure you have received all appropriate directional signs from Assistant Conference Coordinator.
- Communicate road signage location requirements with Field Team Supervisor, ensure signs have been set at least one-hour prior to check-in.
- Maintain an accurate inventory of all residence hall keys and arranging for necessary lock changes and replacement of keys.
- Assist in the overall supervision of the Key Team.
- Assist other Conference Services and Event Management staff with any other duties deemed necessary.

Hospitality Desk Team Supervisor

- Strong customer service skills required.
- Act as liaison between the Conference group and the Hofstra Departments to ensure a successful conference including, but not limited to:
 - welcoming conference groups
 - assisting groups with becoming familiar with the campus and community, offer directions/assistance
 - assist with last minute requests
 - understand the roles of other Hofstra departments in order to assist the guests better
- Assist in the coordination of conference check-ins/outs, complete registration cards and issue/collect keys and identification cards to all registered participants as assigned.
- Perform clerical duties, such as, answering the telephone, sorting and distributing mail, limited typing and filing.
- Maintain master key log and master keys.
- Ensure conference groups are properly welcomed and assist with familiarity of the campus and community.
- Assist in the overall supervision of the Hospitality Desk team and area.
- Assist other Conference Services and Event Management staff with any other duties deemed necessary.

Assistant Conference Coordinator

- Assist Conference Coordinators with all facets of summer conferences.
- Act as liaison between the Conference group and the Hofstra Departments to ensure a successful conference including, but not limited to:
 - welcoming conference groups
 - help groups with becoming familiar with the campus and community, offer directions/assistance
 - assist with last minute requests
 - understand the roles of other Hofstra departments in order to assist the guests better
- Assist in the coordination of conference check-ins/outs, complete registration cards and issue/collect keys and identification cards to/from all registered participants as assigned.
- Perform clerical duties, such as, answering the telephone, sorting and distributing mail, limited typing and filing.
- Assist other Conference Services and Event Management staff with any other duties deemed necessary.

REQUIREMENTS FOR ALL POSITIONS

- ◆ Must make Conference Services your first priority during your employment and be available to work according to your scheduled shifts.
- ◆ Must be available for the training session (TBA).
- ◆ Must be a registered Hofstra student.
- ◆ Must be able to work approximately 35 hours per week, flexible hours, including evenings and weekends.
- ◆ Must possess a positive attitude and strong work ethic.

COMPENSATION

- ◆ Double occupancy housing will be included.
- ◆ Starting Salary for Conference Services Representative, \$7.25 per hour.
- ◆ Starting Salary for Conference Services Assistant Coordinators and Supervisors, \$8.00 per hour.