

STANFORD UNIVERSITY JOB DESCRIPTION
Residential & Dining Enterprises (R&DE)
Stanford Conferences

JOB TITLE	<u>Conference Field Assistant – Full Time</u>
Classification	Student Employee
Pay Range	\$22.08/ hour; rate for returning students may be higher
Work Location	Location Varies, Stanford, CA94305
Work Schedule	Full Time: Summer Quarter, 5 days a week, 7:30am - 4:30pm or 10:00am - 7:00pm; up to a maximum of 40 hours per week. Part Time: Summer Quarter, minimum 20 hours per week, no more than 8 hours per day. Scheduling depends on office needs. Orientation, training and part time work begins in May (with flexibility around class schedule and finals). Vacations not allowed during employment period.
Training	Scheduled for the month of May (a couple hours each week)
Department	Student Housing Operations and Stanford Conferences, R&DE
Reports to	Housing Service Center Supervisor
Updated on	March 2023

I. About Stanford Conferences

Stanford Conferences, a division of Residential & Dining Enterprises (R&DE), coordinates the campus arrangements for conferences held at Stanford University each summer. Our client roster includes over 200 conferences, workshops, and youth camps attended by over 20,000 youth and adult participants utilizing undergraduate and graduate residences and dining halls each summer. Revenues generated by Stanford Conferences support R&DE's mission of providing high quality services to Stanford students during the academic year while also helping to offset student room and board fees.

II. Summary of Position

Under the supervision of the Housing Service Center Supervisor, the Conference Field Assistant , provides administrative support to the Stanford Conferences team. This position will be responsible for facilitating group check ins and check out events during the conference season,, and communicating with Housing Building Managers as well as assisting them with room inspections. CRAs will also provide service center and general office support in the Stanford Conferences office on an as-needed basis. Professionalism, accuracy, task ownership, and attention to detail are essential position requirements.

Additionally, this position provides the Stanford student perspective to clients, visitors, and staff. Student employees will offer insight on the Stanford experience and act as an advocate for the University. The knowledge of the campus gained by students living in

student housing during the academic year adds value to the client experience and is an important element of a successful summer. All successful candidates must be able to live on campus in a conference-occupied residence during the summer months. Housing is provided during the length of employment free of charge and will require the performance of certain on-call duties during the housing period.

III. Essential Job Functions

On the Field Work (50%)

- Communicate with building managers about the schedule of conferences in their buildings, and assist with room inspections by assessing damages and any needed work orders. Relay relevant building usage and policy information to Stanford Conferences.
- Conduct large check-ins and check-outs for conferences and meetings, support conference registration processes, and serve as a liaison between conference clients, service providers, and Stanford Conferences.
- Prepare and place interior and exterior signage for meetings and events.
- Perform meeting room set ups for scheduled events and meetings. Move and configure furniture per provided set-up diagram or direction.
- Provide access to meeting spaces for events.
- Provide on-site support to meetings and events.
- Maintain high level of professionalism at all times.
- Comply with dress code.
- Wear name badge, provided uniform and have proper identification on-hand when in the field.

Administrative Assistance (30%)

- Interfaces with Housing Service Centers to ensure customer standards are achieved.
- Greet visitors to the Stanford Conferences office or Housing Service Center, answer phones, and direct callers to the appropriate staff person or department.
- Assist with the preparation, processing, and distribution of client service requests such as keys and linen. Maintain accurate inventories, receipts, and logbooks.
- Become familiar with and monitor critical deadlines for administrative workflow processes per tracking report.
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- Report weekly on the status of commitments and projects.
- Provide general office support and other administrative duties, as assigned (e.g. copying, faxing, scanning, and mailing documents, checking in shipments, maintaining storage areas, and distributing supplies to offices such as Stanford Conferences and Housing Service Centers.
- Assist other staff members with tasks as needed.

Conference Assistance (20%)

- Provide administrative support by fielding client inquiries, researching information, and assisting in resolving client issues.
- Assist the Conference Manager in managing client expectations and assisting clients.
- Assist in the distribution of paper work or signage
- Provide porter service to assist clients with transporting materials and supplies.

IV. Qualifications

- Current undergraduate/graduate student at Stanford University.
- Required to live on campus in a conference occupied residence during the summer months.
- Responsible, ability to take ownership and pay attention to details.
- Punctual and dependable.
- Excellent verbal and written communication skills. Ability to interact with a wide variety of people including conference guests, conference organizers, housing and maintenance staff, students, faculty and senior management.
- Professional and respectful demeanor.
- Team player and individual contributor.
- Strong organizational and time management skills.
- Detail oriented and accuracy with numbers and data entry essential.
- Flexible with the ability to adapt to changing priorities.
- Strong commitment to excellent customer service skills.
- Prior experience working for Stanford Conferences or related customer service fields preferred.
- PC computer experience with Word, Excel, and database entry is desirable.
- Must be able to lift up to 40 lbs.

V. Core Competencies

- 1) COMMUNICATION**
Listening
Speaking
Business Writing
- 2) PROBLEM-SOLVING**
Intellectual Curiosity
Conflict Management
- 3) SELF MANAGEMENT**
Judgment
Task Management
Accountability/Responsibility
- 4) INTERPERSONAL SKILLS**

Influence
Relationship Management
Teamwork and Effectiveness

5) MOTIVATION

Initiative, Resilience & Customer Focus

VI. GENERAL PHYSICAL REQUIREMENTS:

Medium work: Exerting up to 40 pounds of lifting force occasionally and/or a certain amount of force constantly to move objects.

ACTION TYPE	FREQUENCY
Balancing	Rarely
Bending (above/below waist)	Occasionally
Crouching	Rarely
Hearing	Frequently
Kneeling	Rarely
Reaching	Occasionally
Reaching (above/below shoulder)	Occasionally
Rotating	Rarely
Seeing	Frequently
Sitting	Occasionally
Stairs (ascend/descend)	Occasionally
Standing	Occasionally
Stooping	Rarely
Twisting	Rarely
Walking	Frequently