

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 (free of charge, subject to performance of on-call duties) which will be assigned at a later date. 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 which includes but not limited to the ability to serve on the after-hours response program, responding and acting on emergency phone calls and provide back-up where needed.

III. Essential Job Functions

Lead Functions

- Invoice and billing
- Find back-up coverage or provide back-up coverage in area of need.
- Aid with check-ins.
- Point person for issues, troubleshooting and resolutions.
- Ensure all staff completes their timecard. (send payroll deadline reminders, verify schedules, on-call schedules)

Service Requests (40%)

- Assist with summer preparations.
- Review requests for various access keys that are used by clients, including master keys, building entrance/exit keys, and sub-master keys.
- Submit orders for keys in preparation for summer.
- Organize and stores keys; ensure key security.
- Fulfill service requests for keys; ensure security and appropriate transfer of liability of keys.
- Fulfill additional service requests for parking permits, maps and other requests as necessary.
- Create custom maps for requesting clients.

Rosters (40%)

- Prepare rosters to be sent to clients with instructions.
- Accept rosters from clients and check for accuracy.
- Upload rosters received from clients to the various Conference Front Desks.
- Work with Conference Account Managers in the preparation of rosters to be completed by Stanford Conferences.

Administrative Assistance (15%)

- Assist other staff members with tasks as needed.
- Report weekly on the status of commitments and projects.

- Administrative work (e.g. making copies, sending faxes, scanning documents, mailing letters).
- Answer phone, take detailed messages, provide directions, and answer general questions for conference clients.
- 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.
- Provides customer care to clients and guests; greet visitors and fulfill visitor requests or provide appropriate referrals.

Event Assistance and Other Duties as assigned (5%)

- Provide access to meeting spaces for events.
- Provide on-site support to meetings and events.
- Provide porter service to assist clients with transporting materials and supplies.
- Updates documentation on all of the above processes and procedures.
- Wear name badge and have proper identification on-hand when in the field.
- Available for on call duties after hours, as scheduled.

IV. Qualifications

- Current undergraduate/graduate student at Stanford University.
- Available to work in Spring Quarter.
- Required to live on campus in a conference occupied residence during the summer months.
- Responsible, ability to take ownership and attention to detail.
- 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.
- Punctual and dependable.
- Available for on call duties after hours, as scheduled.
- Available to work on weekends.
- No vacations allowed during summer employment period.
- Accurate with numbers and data entry.
- Flexible with the ability to adapt to changing priorities.
- Strong commitment to customer satisfaction and the ability to work well with others.
- PC computer experience with Word, Excel, Adobe Acrobat and database entry desirable.
- Must be able to lift 40 lbs.

V. Core Competencies

1) **SELF MANAGEMENT**

Judgment

Task Management

Accountability/Responsibility

2) COMMUNICATION

Listening
Speaking
Business Writing

3) PROBLEM-SOLVING

Intellectual Curiosity
Conflict Management

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