

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

JOB TITLE	<u>Conference Relations Assistant (CRA) – Full Time/Part Time</u>
Classification	Student Employee
Work Location	Varies, Stanford, CA94305
Work Schedule	Summer Quarter. Summer conference season is a 7- day operation with non-consecutive day(s) off. Cannot work for any other University department. 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	Stanford Conferences, R&DE
Reports to	Meeting Space and Projects Associate & Conference Coordinator Associate
Updated on	February 2024

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 Relations Assistant (CRA), provides administrative support to the Student Housing Operations and Stanford Conferences team. This position will be responsible for facilitating group check ins and check out events, monitoring auditoriums during conference events, checking on classroom usage, and assisting with building managers and Housing Service Center offices. CRAs will also provide Front Desk 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 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

On the Field Work

- 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 a 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.

Meeting Space Assistance

- Monitor auditoriums during conference events. Act as on-site contact representing Stanford Conferences at all auditoria-scheduled events. Liaison between conference contact and Event Services audiovisual technician during the event.
- Become familiar with and assist with verifying meeting spaces.
- Check on classroom usage. Report on and track room vacancies.
- Generate Work Orders for AV, Custodial, and Grounds services as needed.
- Assist with the reconciliation process of said Work Orders after the end of each conference.
- Communicate with building managers about the schedule of conferences in their buildings. Relay relevant building usage and policy information to Stanford Conferences.
- Conduct occasional check-ins 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.
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Administrative Assistance

- Interfaces with Conference Front Desks to ensure customer standards are achieved.
- Greet visitors to the Stanford Conferences office, 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 parking permits. Maintain accurate inventories, receipts, and logbooks.
- Become familiar with and monitor critical deadlines for administrative workflow processes per tracking report.
- Edit and proofread documents including client mailings, emails, and departmental policies.

- 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 Conference Front Desks.
- Assist other staff members with tasks as needed.

Conference Assistance

- Provide administrative support by generating and developing reports, fielding client inquiries, researching information, and assisting in resolving client issues.
- Assist the Meeting Planners in managing client expectations and assisting clients.
- Assist in the distribution of marketing materials and help with marketing and sales campaigns as requested.
- 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 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