

STANFORD UNIVERSITY JOB DESCRIPTION
Residential & Dining Enterprises (R&DE)
Student Housing Operations

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| JOB TITLE | <u>Coordinator Assistant</u> |
| Classification | Student Employee |
| Work Location | Varies, Stanford, CA94305 |
| Work Schedule | Spring Quarter, up to 6 hours per week. Summer Quarter, up to a maximum of 40 hours per week including at least one weekend day (schedule will vary and depend on the conference schedule). Summer conference season is a 7- day operation with non-consecutive day(s) off. Orientation, training and part time work begins in April/May (with flexibility around class schedule and finals); vacations not allowed during summer employment period. |
| Training | Training is scheduled for month of May (a couple hours each week) |
| Department | Stanford Conferences, R&DE |
| Reports to | Conference Account Coordinators/Managers |
| Updated on | March 2024 |

I. About Stanford Conference Services

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 19,000 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

The Coordinator Assistant provides administrative support to the team of Conference Account Coordinators. This position is expected to become familiar with all client activities to successfully deliver exceptional customer service that results in a positive conference experience for each client group. Based on conference business dynamics or as directed, this position will serve as back-up to the Conference Account Coordinators, as well as all full time staff. They will also be responsible for monitoring auditoriums during conference events, checking on classroom usage, and communicating with building managers.

Coordinator Assistants will also provide 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. 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.

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 (free of charge, subject to performance of on-call duties) that will be assigned at a later date.

Job will start in April/May with up to 6 hours of work per week and turn into a full time role in June. **Candidates must be able to work both Spring & Summer Quarters.**

III. Essential Job Functions

Conference Assistance (70%)

- Provide administrative support by generating and developing reports, fielding client inquiries, researching information, and assisting in resolving client issues.
- Represents the Conference Account Coordinators in the field and with clients (e.g. attend weekend check-in/check-out of a conference group).
- Assist the Conference Account Coordinators in managing client expectations and providing assistance to clients.
- Maintain a high level of professionalism at all times.
- Comply with dress code.
- Wear name badge and have proper identification on-hand when in the field.
- Become familiar with and monitor critical deadlines for administrative work flow processes per tracking report.
- Edit and proofread documents including client mailings, emails, and departmental policies.
- Become familiar with and assist with verifying meeting spaces.
- Attend client meetings and assist with data collection and follow up including data entry.
- Ensure service requests have been processed for clients such as keys, parking permits and golf carts.
- Provide on-site support to the Conference Account Coordinators at meetings and events as requested.
- Report weekly on the status of commitments and projects.
- Answer phone, take detailed messages, provide directions, and answer general questions for conference clients.
- 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.

- 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.
- Assist Conference Account Coordinators in the processing of billing folders at the conclusion of conferences.
- Interfaces with Conference Front Desks to ensure customer standards are achieved and reconciliation of client billing is complete.
- Assist other staff members with tasks as needed.

Event Assistance (20%)

- Communicate with building managers about the schedule of conferences in their buildings. Relay relevant building usage policy information to 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.
- Conduct check-ins for conferences and meetings. Provide support for conference registrations.
- Trained on Smart Panel systems in classrooms/auditoriums.
- Provide porter service to assist clients with transporting materials and supplies.
- Provide superior customer service in support of the executive conference center; maintain a high level of professionalism at all times; comply with dress code.

Administrative Assistance (10%)

- 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, parking permits, and golf carts. Maintain accurate inventories, receipts, and logbooks.
- Provide general support which includes: copying, faxing, and mailing documents, checking in shipments, maintaining storage areas, distributing supplies to Conference Front Desks, and running errands.
- Other administrative duties as assigned.

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 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.
- 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.
- PC computer experience with Word, Excel, and database entry desirable.
- Must be able to lift up to 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 |