

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

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<b>JOB TITLE</b>	<b><u>Service Center Lead</u></b>
<b>Classification</b>	Student Employee
<b>Work Location</b>	Varies, Stanford, CA94305
<b>Work Schedule</b>	Spring Quarter, 5 hours per week. Summer Quarter, 7 days a week, 7:30am - 4:30pm or 10:00am - 7:00pm; up to a maximum of 40 hours per week day operation with non- consecutive day(s) off. Orientation, training and part time work begins in May (with flexibility around class schedule and finals); vacations not allowed during summer employment period.
<b>Training</b>	Training is scheduled for month of May (a couple hours each week)
<b>Department</b>	Stanford Conferences, R&DE
<b>Reports to</b>	Housing Service Center Supervisor
<b>Updated on</b>	March 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 direction of the Housing Service Center Supervisor, the Service Center Assistant works with the Housing Service Center Supervisor and Service Center Lead to assist with service requests, work order processes, day-to-day office tasks and Conference Service Center operations, as well as other duties as assigned. This position also provides general administrative support to the Housing Service Center Supervisor and other staff members such as Housing Building Managers and Conference Account Managers. Professionalism, accuracy, task ownership, and attention to detail are essential position requirements. Housing is provided during the length of employment free of charge (subject to performance).

Additionally, this position provides the Stanford student perspective to clients, visitors, and staff. They 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 (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)
- Accurately conduct check in and check outs by issuing and receiving assigned key and other materials.
- Assist in managing clientele files

#### 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 phones, 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.

<b>ACTION TYPE</b>	<b>FREQUENCY</b>
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