



## 2024 Summer Conference Assistant Position Description

As a part of the Student Housing & Residential Life (SHRL) Department, Conference Services coordinates the housing and space reservations for over 6,500 guests annually. A variety of camps, conferences and workshops for both youth and adults utilize the University of Houston, and our primary goal is to provide superior customer service. Staff members play a large part in attaining this goal since they are often the first point of contact once guests arrive on campus.

The Conference Services staff are paramount to the success of summer programs at UH and truly serve as ambassadors. We are looking for students who want hands-on experience in a position that is different each day. Students who can work within a flexible schedule, are dedicated, hard-working and take pride in each task are encouraged to apply!

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Duties
<ul style="list-style-type: none"><li>• Maintain desk operations at designated residential halls used for conference groups - (8) hours per week.</li><li>• Assist with all tasks related to Conference Services.</li><li>• Provide excellent customer service.</li><li>• Provide support that assists in preparation of housing space before conference group arrivals and conduct room checks.</li><li>• Assist with the check-in/check-out process of conference participants.</li><li>• Enforce and adhere to all University policies as listed in the Student Handbook and Conference Policies.</li><li>• Respond to crisis or routine situations as the first line of response for SHRL.</li><li>• Responsible for on-call rotations (number of shifts, length of shifts, time of shifts will vary).</li><li>• Assist with check-in and evening desk support for New Student Orientations.</li><li>• Respond to and report guest concerns to a supervisor (Residential Life Coordinator or Intern), or to the Access Service Manager.</li><li>• Attend weekly meetings with leadership for professional development.</li><li>• Perform other duties as assigned by full-time professional staff members.</li></ul>

### Qualifications

- Applicants must currently be University of Houston students **and** enrolled in Fall 2024 classes.
- Minimum cumulative 2.75 GPA at the time of hire and throughout the time of employment.
- Good standing with SHRL at time of hire and throughout employment.
- Ability to commit to taking no more than 3 credit hours per summer term **OR** working no more than 15 hours per week during the time of employment.

### Compensation

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- Conference Assistants will receive a compensation package that includes a single room with a shared bathroom, \$800 monthly salary (taxable income), and \$700 in ShastaBUCKS.

## Position Commitments

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- Position will require approximately 20-30 hours per week and residence in a university managed property.
- All students offered a position will be unable to work any other UH position during the time of employment.
- Must be willing to work a flexible schedule including weekdays, evenings, weekends and holidays.
- Attend a weekly meeting – schedule TBD.
- Ability to attend a mandatory administrative training session in May and be available to work May 21, 2024, through Aug. 3, 2024.

## To Apply

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- After attending a scheduled Information Session, you will be sent a link to complete the application.

### Information Sessions:

**Students must attend an information session to access the application.**

**Jan. 30 | In-Person | Quad MPR | 6 – 7 p.m.**

**Feb. 1 | In-Person | Quad MPR | 3 – 4 p.m.**

**Feb. 5 | Virtual | RSVP for Link | 6 – 7 p.m.**

**Feb. 7 | Virtual | RSVP for Link | 3 – 4 p.m.**

**Feb. 13 | In-Person | Quad MPR | 4 – 5 p.m.**

**Feb. 15 | Virtual | RSVP for Link | 10 – 11 a.m.**

**Feb. 21 | Virtual | RSVP for Link | 7 – 8 p.m.**

For additional information contact

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