

## **JOB DESCRIPTION**

POSITION: Conference Assistant

INSTITUTION: Rutgers, The State University of New Jersey

REQUIREMENTS: Good communication and organizational skills. Valid driver's license preferred. Familiarity with computers and Microsoft Office. Full time hours including flexibility to work evenings, weekends and holidays from mid-May through August.

REPORTS TO: Conference Staff Supervisor

### **PRIMARY RESPONSIBILITIES:**

The Conference Assistant is responsible for all duties directly related to conference office operations, registration and checkout, room set-ups and breakdowns, inspections, audiovisual and custodial assistance.

- Provide courteous and helpful service to both conference guests and University partners.
- Follow directions accurately and in a timely manner with or without direct supervision, to achieve departmental goals, both in the office and when on site with conference groups.
- Clerical duties: maintain office in a professional manner; maintain records, logbooks and message boards; type, file, answer telephone and forward messages to supervisors and guests; order and inventory supplies; prepare giveaway bags for guests.
- Registration/Checkout: staff all registrations and checkouts; prepare registration materials; set up and break down registration and checkout locations; put up and take down directional signs; provide luggage assistance, when necessary.
- Assist with preparation of keys and access cards; inform the office of missing keys or access cards; verify codes on registration materials. Test all keys and access cards at the beginning of the season.
- Print required registration materials from data provided by each conference.
- Assist with maintaining accurate records in the Conference Programmer database. Inform Supervisors of all changes to ensure that records are updated accurately. Update participant records as necessary to reflect room changes and record lost items.
- Assist with room inspections: all residence hall rooms, and meeting rooms must be inspected for cleanliness and readiness prior to each group's arrival on campus. Confirm that classrooms and auditoriums are open as scheduled on weekends.
- Communicate group concerns, complaints and compliments to the Staff Supervisor and/or Coordinator.
- Perform other related duties: including but not limited to running errands; custodial assistance, meeting room set-up's, linen inventory and packaging. May require some heavy lifting.
- Operation of campus vehicle is mandatory when employee has held a valid driver's license for at least two years. Attendance at a defensive driving course is required and will be scheduled.
- Must have the flexibility to work on all campuses of Rutgers New Brunswick and Piscataway.
- Must be available to attend mandatory staff training during the week immediately following the University Commencement.
- All staff are responsible for their own transportation when reporting to work each day.