

## **JOB DESCRIPTION**

POSITION: Conference Assistant

INSTITUTION: Rutgers, The State University of New Jersey

REQUIREMENTS: Strong communication, organizational, and customer service skills. Ability to follow directions and work independently or as part of a team. Basic computer skills and familiarity with Microsoft Office preferred. Ability to work a flexible schedule from mid-May through the end of August that may include early mornings, evenings, weekends, and peak operational periods (Conferences, NSO, Move-in). Ability to perform tasks that may include moderate physical activity, such as standing for extended periods, light assembly, and lifting or moving materials. Valid driver's license preferred (2 years minimum experience).

REPORTS TO: Conference Staff Supervisor

### **PRIMARY RESPONSIBILITIES:**

The Conference Assistant is a student employee who supports the operational, logistical, and customer service needs of Residential & Hospitality Services, which includes summer conference groups, move-in support and other Residence Life initiatives. This role assists with room readiness, key and access preparation, registration support, event and meeting setup, inventory management, and general office and on-site operations to ensure a smooth experience for guests, students, and campus partners.

#### **Room & Facility Preparation**

- Conduct inspections of residence halls, meeting rooms, classrooms, and program spaces to ensure cleanliness, readiness, and proper setup prior to occupancy or scheduled use
- Assist with meeting room, event, and registration area setup and breakdown, including tables, signage, materials, and directional postings
- Provide basic audiovisual and custodial assistance as needed.

#### **Key & Access Management**

- Prepare, assemble, label, test, and track keys and access cards
- Maintain accurate key and access records

#### **Registration & Guest Services**

- Support conference and program registration and checkout processes
- Prepare registration materials and guest packets
- Provide courteous and professional customer service to guests and University partners
- Communicate guest concerns, complaints, and compliments to supervisors
- Assist with updating participant or room assignment information as directed

#### **Inventory & Supplies Management**

- Assist with ordering, counting, organizing, restocking, and tracking operational supplies, linens, and equipment
- Prepare materials and supplies for seasonal programs such as NSO and Move-in, and ensure all equipment is in working condition.
- Maintain organized storage areas

#### **Operational & Administrative Support**

- Maintain accurate logs, checklists, and simple records related to inspections, inventory, registration, and room changes
- Support office operations including answering phones, forwarding messages, filing, and general clerical tasks
- Run operational errands and provide general assistance to support departmental goals
- Operate a campus vehicle when authorized and eligible