

(Graduate Intern) Assistant Conference Manager for Business Operations: The Assistant Conference Manager for Business Operations is primarily responsible for gathering and reviewing conference paperwork, finalizing conference details, revising conference billing, and assessing conference guests' experience. Assistant Conference Managers should be detail oriented, responsible and organized.

General

- Adhere to all University Policies and Procedures.
- Maintain an open line of communication with the Coordinator of Conferences and Contracts.
- Provide timely information and assistance to conference clients.

Administrative

- Attend all staff meetings
 - Weekly Head Staff Meetings: Hall Director, Graduate Interns, and Facilities
 - Weekly one-on-one meetings with the Coordinator of Conferences and Contracts
- Assist with registration, check-in and check-out processes for conference groups as needed.
- Assist in the completion of final conference paperwork, billing, and assessment.
- Be familiar with using various software:
 - Iris Front Desk and Conference Programmer to manage all conference logistics
 - WhenToWork to create and manage Conference Assistants' schedules
 - CS Gold to manage conference card access
- Review and submit payments from conference guests, receipts, and deposit summaries to Finance Office.
- Attend and assist in facilitation of all training sessions and provide additional training to staff as needed.

Facilities/Security

- Participate in an on-call rotation to respond to guest needs.
- Be prepared to respond to facilities issues by ensuring familiarity with:
 - Fire System
 - CCTV Security system
- Report any building damages to area supervisor immediately.
- Communicate any security concerns as appropriate.

Team Dynamics

- Be available to conference guests and fellow staff members in cases of emergency.
- Have good working relationships with all staff members and be a team player.
- Discuss any disagreements openly and reasonably. Confront any problems in a timely manner. Keep your supervisors updated on any staff issues.
- Be flexible with schedules. Allow two weeks' notice for time-off requests and get coverage for any scheduled shifts.

Public Relations

- Present a professional, positive and helpful image to all conference guests, prospective students and parents at all times.
- Serve as an information source to conference guests.
- Be knowledgeable, visible and accessible.
- Provide excellent customer service to conference guests at all times.
- Perform other duties as assigned that pertain to staff, buildings, and conferences.