



SAN JOSÉ STATE UNIVERSITY HOUSING SERVICES

CONFERENCE SERVICES 2015

SUMMER CONFERENCE ASSISTANT APPLICATION PACKET

Thank you for your interest in Summer Conference Services!

The Conference Assistants' (CAs) main responsibility is to assist the Conference Coordinator with day-to-day operations of the residence halls during the summer months. Between June 3 and August 7, University Housing Services and SJSU host many diverse groups and individuals that are visiting the San José area and utilizing our conference services.

CAs play an integral role in facilitating a successful conference housing program by serving as ambassadors to the university and surrounding community, providing exceptional customer service, assisting in the various administrative processes, and providing a welcoming experience to our summer guests. Through interaction with guests of all ages, we have a unique opportunity to promote the University to future students, parents and members of the community. Summer Conferences is also a great opportunity to enhance your skills and work with a great team in a fast-paced and dynamic environment!

Application: Please complete and return the attached application to the UHS Office by **Monday, February 16, 2015**, at 5pm. A separate sheet with responses to the application questions must be included with the completed application. You must complete the entire form, please type or print clearly.

Available positions: (3) Conference Assistant Leads, (14-16) Conference Assistants, and (1) Logistics & Operations CA

References: Please indicate three references who may be contacted prior to your offer of employment with Conference Services, and make sure we receive **one reference form** at the Housing Office by Monday, February 16, 2015 in order for your application to be considered. Your references should be familiar with your personality, work ethic, abilities, and performance style. (If you are a returning staff member from Summer 2014, you do NOT need to attach a filled out reference form, please just list three references.)

Group Interviews: As part of the evaluation process all applicants are required to take part in a group interview. Applicants can choose from one of two sessions, held on February 19th from 4pm to 5pm or from 5:30pm to 6:30pm. Spots will be available on a first come first served basis and applicants not specifying a preferred session on the application will be assigned one by the Conference Staff.

Timeline: Below is a timeline of the selection process, training, and summer dates. Once all applications have been received and reviewed, selected applicants will be contacted with group interview details.

Monday, February 2, 2015	Applications Released
Monday, February 16, 2015 by 5:00 pm	Applications Due to UHS
Thursday, February 19, 2015	Group Interviews (required)
February 23 – March 6, 2015	Individual Interviews
Wednesday, March 11, 2015	Offers made to Select Applicants
Friday, March 20, 2015	Acceptance Letters due to UHS (for those offered)
Friday, April 17, 2015	Required Paperwork Processing (in UHS office)
Week of May 11, 2015	Required Training for Lead Staff
Saturday, May 23, 2015	Conference Staff Moves into Summer Housing
Saturday, May 23, 2015 at 5:00 pm	Duty Begins
Tuesday, May 26, 2015 at 8:00 am	Summer Training Begins
May 26 - June 2, 2015	Summer Training
Wednesday, June 3, 2015	Conference Season Opens
Sunday, August 9, 2015	Conference Staff Moves out of Summer Housing
Sunday, August 9, 2015	Conference Season Concludes/ Employment Ends (Potential employment opportunities through Aug. 14 th , for interested parties)

Questions: Contact Conference Office, (408) 795-5672



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Job Expectations: Conference Assistant

Expectations:

Guest Services: CAs are responsible for contributing to the overall management, operation, and effectiveness of the Conference Housing program. This includes, but is not limited to, facilitating guest check-in/out procedures, processing payments, assisting with room assignments, providing room preparation and linen services, administering keys, managing front desk hospitality and services, and addressing safety and security needs of guests.

University Liaison: CAs serve as liaisons to many areas of SJSU. This includes providing guests with information and resources to different university departments, providing campus tours to visiting guests and perspective students (New Student Orientation), and offering a positive image of University Housing Services, SJSU, and the campus community. UHS works closely with many university departments such as University Police, Parking Services, Spartan Shops/Dining Commons, Event/Aquatic Center, Student Union Inc., and other academic departments that may sponsor conference programs.

Administrative Tasks: CAs are responsible for processing and following up on reservations, payment forms, and other paperwork related to daily operations. CAs assist in maintaining an organized and efficient front desk area. Many of the required administrative tasks require PC skills, specifically in Microsoft Word, Excel, Access, and StarRez. General office tasks are also required, such as word processing, filing, correspondence, and answering phones.

Training and Staff Meetings: All conference staff members are required to participate in training and staff meetings. Staff meetings will take place on a regular weekly basis.

Overnight/On-call Duty: The conference team shares overnight/on-call duty responsibilities, and everyone must rotate availability. CAs must be available for on-call duty. This involves responding to after-hours check-ins, guest concerns, and emergencies.

Vacation: Please be aware that this position does not offer any paid time-off or vacation benefits. Any needed days off throughout the summer must be arranged by "trading" shifts with fellow staff members and approved by the Conference Coordinator. No more than 3 consecutive days off will be approved.

Other: Throughout the summer, all areas of University Housing Services must work to support one another. This may include other duties as assigned by the management staff.

Minimum requirements for this position: Availability to attend all training dates (see previous page), and work a flexible 40-hour/week schedule beginning **Saturday, May 23, 2015 through Monday, August 9, 2015, additional hours possible August 10-14, 2015. Please be aware that the CA Housing Assignment ends on August 9, 2015. At that date, CAs must move to either their Fall 2015 Housing assignment or to their off-campus location.** Must be available to work nights and weekends. Must be in good judicial standing with UHS. Possess capability to work in 3-story residence halls, which have no elevators, and be physically able to assist in coordinating emergency evacuation procedures as required. Must be able to carry objects weighing between 22-40lbs, such as linen and refrigerators. Must possess a team-oriented philosophy, positive attitude, and high energy for customer interactions. Strong communication and administrative skills are needed. This position requires the ability to establish and maintain cooperative working relationships within a diverse multicultural environment. Must have a minimum GPA of 2.0.

The following qualifications are also preferred: Previous work experience in hospitality or customer services. Major in Hospitality Management, Business, Recreation and Leisure Studies, Behavioral Sciences, or Communication Studies.

Remuneration:

- May 23 through August 9: Double room as single residence as in-kind payment for services rendered, including on-call duty.
- \$4,000 stipend for training and the employment period.
- June 1 through August 7: Meal plan/week, ONLY when Dining Commons is open.
- Basic on-campus internet and basic cable.
- Total remuneration approximate value: \$10,000

Non-discrimination Policy: San José State University does not discriminate on the basis of race, color, national origin, gender, physical ability, or sexual orientation in the educational or hiring process.



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Job Expectations: Logistics and Operations Conference Assistant

Expectations:

As-Needed Support: The Logistics and Operations CA will be responsible for fulfilling support needs that arise with particular conference groups/guests. Scheduling for this position will be done on a biweekly basis. While these support needs will be made with a best effort to be as far in advance as possible, the Logistics and Operations CA may be needed, at times, on a late-notice (1-2 days prior) basis. The Logistics and Operations CA shifts may include duties like staffing the computer lab after normal hours or assisting with a check-in.

Guest Services: The L&O CA is responsible for contributing to the overall management, operation, and effectiveness of the Conference Program. This includes, but is not limited to, facilitating guest check-in/out procedures, processing payments, assisting with room assignments, providing room preparation and linen services, administering keys, managing front desk hospitality and services, and addressing safety and security needs of guests.

University Liaison: The L&O CA serves as liaisons to many areas of SJSU. This includes providing guests with information and resources to different university departments, providing campus tours to visiting guests and perspective students (New Student Orientation), and offering a positive image of University Housing Services, SJSU, and the campus community. UHS works closely with many university departments such as University Police, Parking Services, Spartan Shops/Dining Commons, Event/Aquatic Center, Student Union Inc., and other academic departments that may sponsor conference programs.

Administrative Tasks: The L&O CA is responsible for processing and following up on reservations, payment forms, and other paperwork related to daily operations. The L&O CA assists in maintaining an organized and efficient front desk area. Many of the required administrative tasks require PC skills, specifically in Microsoft Word, Excel, Access, and StarRez. General office tasks are also required, such as word processing, filing, correspondence, and answering phones.

Training and Staff Meetings: All conference staff members are required to participate in training and staff meetings. Staff meetings will take place on a regular weekly basis.

Overnight/On-call Duty: The conference team shares overnight/on-call duty responsibilities, and everyone must rotate availability. The L&O CA must be available for on-call duty. This involves responding to after-hours check-ins, guest concerns, and emergencies.

Vacation: Please be aware that this position does not offer any paid time-off or vacation benefits. Any needed days off throughout the summer must be arranged by "trading" shifts with fellow staff members and approved by the Conference Coordinator. No more than 3 consecutive days off will be approved.

Other: Throughout the summer, all areas of University Housing Services must work to support one another. This may include other duties as assigned by the management staff.

Minimum requirements for this position: Availability to attend all training dates (see previous page), and work a **flexible** 40-hour/week schedule beginning **Saturday, May 23, 2015 through Monday, August 9, 2015, additional hours possible August 10-14, 2015. Please be aware that the CA Housing Assignment ends on August 9, 2015. At that date, CAs must move to either their Fall 2015 Housing assignment or to their off-campus location.** Must be available to work nights and weekends. Must be in good judicial standing with UHS. Possess capability to work in 3-story residence halls, which have no elevators, and be physically able to assist in coordinating emergency evacuation procedures as required. Must be able to carry objects weighing between 22-40lbs, such as linen and refrigerators. Must possess a team-oriented philosophy, positive attitude, and high energy for customer interactions. Strong communication and administrative skills are needed. This position requires the ability to establish and maintain cooperative working relationships within a diverse multicultural environment. Must have a minimum GPA of 2.0.

The following qualifications are also preferred: Previous work experience in hospitality or customer services. Major in Hospitality Management, Business, Recreation and Leisure Studies, Behavioral Sciences, or Communication Studies.

Remuneration:

- May 23 through August 9: Double room as single residence as in-kind payment for services rendered, including on-call duty.
- \$4,000 stipend for training and the employment period.
- June 1 through August 7: Meal plan/week, ONLY when Dining Commons is open.
- Basic on-campus internet and basic cable.
- Total remuneration approximate value: \$10,000

Non-discrimination Policy: San José State University does not discriminate on the basis of race, color, national origin, gender, physical ability, or sexual orientation in the educational or hiring process.



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Job Expectations: Conference Assistant Lead - Guest Services, Facility Operations, and Administration

Expectations:

Guest Services: CA Leads are responsible for contributing to the overall management, operation, and effectiveness of the Conference Program. This includes, but is not limited to, facilitating guest check-in/out procedures, processing payments, assisting with room assignments, providing room preparation and linen services, administering keys, managing front desk hospitality and services, and addressing safety and security needs of guests.

University Liaison: CA Leads serve as liaisons to many areas of SJSU. This includes providing guests with information and resources to different university departments, providing campus tours to visiting guests and perspective students (New Student Orientation), and offering a positive image of University Housing Services, SJSU, and the campus community. UHS works closely with many university departments such as University Police, Parking Services, Spartan Shops/Dining Commons, Event/Aquatic Center, Student Union Inc., and other academic departments that may sponsor conference programs.

Administrative Tasks: CA Leads are responsible for processing and following up on reservations, payment forms, and other paperwork related to daily operations. CA Leads assist in maintaining an organized and efficient front desk area. Many of the required administrative tasks require PC skills, specifically in Microsoft Word, Excel, Access, and StarRez. General office tasks are also required, such as word processing, filing, correspondence, and answering phones.

Training and Staff Meetings: All conference staff members are required to participate in training and staff meetings. Staff meetings will take place on a regular weekly basis.

Overnight/On-call Duty: The conference team shares overnight/on-call duty responsibilities, and everyone must rotate availability. CA Leads must be available for on-call duty. This involves responding to after-hours check-ins, guest concerns, and emergencies.

Vacation: Please be aware that this position does not offer any paid time-off or vacation benefits. Any needed days off throughout the summer must be arranged by "trading" shifts with fellow staff members and approved by the Conference Coordinator. No more than 3 consecutive days off will be approved.

Other: Throughout the summer, all areas of University Housing Services must work to support one another. This may include other duties as assigned by the management staff.

Conference Assistant Lead: Additional responsibilities listed below per Lead position.

Minimum requirements for this position: Availability to attend all training dates (see previous page), and work a flexible 40-hour/week schedule beginning **Saturday, May 23, 2015 through Monday, August 9, 2015, additional hours possible August 10-14, 2015. Please be aware that the CA Housing Assignment ends on August 9, 2015. At that date, CA Leads must move to either their Fall 2015 Housing assignment or to their off-campus location.** Must be available to work nights and weekends. Must be in good judicial standing with UHS. Possess capability to work in 3-story residence halls, which have no elevators, and be physically able to assist in coordinating emergency evacuation procedures as required. Must be able to carry objects weighing between 22-40lbs, such as linen and refrigerators. Must possess a team-oriented philosophy, positive attitude, and high energy for customer interactions. Strong communication and administrative skills are needed. This position requires the ability to establish and maintain cooperative working relationships within a diverse multicultural environment. Must have a minimum GPA of 2.0.

The following qualifications are also preferred: Previous work experience in hospitality or customer services. Major in Hospitality Management, Business, Recreation and Leisure Studies, Behavioral Sciences, or Communication Studies.

Remuneration:

- May 23 through August 9: Double room as single residence as in-kind payment for services rendered, including on-call duty.
- \$5,000 stipend for training and the employment period.
- June 1 through August 7: Meal plan/week, ONLY when Dining Commons is open.
- Basic on-campus internet and basic cable.
- Total remuneration approximate value: \$10,000

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Conference Assistant Lead – Guest Services – Additional Job Expectations

Primary Function

This position is responsible for the overall coordination of services for guests and customers of the Conference Housing program, including the coordination of all conference housing desk operations (mainly at Joe West hall, but also including CVC, and the Bricks). This person is a liaison to campus service providers and conference guests, in particular to conference group leaders/directors. Position reports to the Conference Coordinator, Conference Guest Services Intern, and Assistant Director for Administrative and Conference Services.

Primary Expectations

- *Establish contact with group leaders/directors and confirm all group needs (check in, check out, room reservations- classroom and lounge space, parking, special requests).
- *Coordinate guest assignments for assigned groups.
- *Prior to group arrival, confirm building/rooms are prepared and ready for check in; all signs posted (check in and room reservations).
- *Be present at and assist with group check in and check out for assigned groups.
- *Ensure all policies and procedures are communicated to all groups/guests upon arrival.
- *Be available for on-site assistance for all group leaders/directors during their stay on campus, for assigned groups.
- *Prior to group arrival, prepare and send invoice for payment and make sure payment is received 7 days prior to arrival (for off-campus groups), in coordination with Administrative Assistant.
- *After group departure, reconcile group payments, damage charges, etc., and prepare and send final invoice; follow up on payments of all invoices, in coordination with Administrative Assistant.
- *Maintain records of all conversations, emails, requests in StarRez for assigned groups.
- *Oversee room reservations for guests; reserve residence hall space or campus classroom space for groups; ensure space is available, reserved, signs are posted, and required contracts are signed and submitted.
- *Oversee parking services for guests; maintain, inventory and track parking permits for 7th Street garage and CV garage. Work with Parking Services and UHS staff to secure permits in an efficient and timely manner.
- *Coordinate welcome baskets/signs/packets for all group leaders/directors; order prior to arrival and make sure available for arrival. Include all behavioral agreements and building orientation information.
- *Coordinate Overnight Guest Housing program (with Administrative Assistant, Intern, and Conference Coordinator); manage and create all access key cards for guests; organize, track and enter all cleaning requests for overnight guest rooms (Web TMA and prep log).
- *Coordinate Intern Housing program (with Intern); maintain information on website, collect and process applications, make sure rooms are prepared, make keys and set up paperwork and keys for check in and check out.
- *Maintain and upkeep all conference housing desks throughout the summer, including: Keep desks clean and supplies in stock. Order supplies when necessary. Maintain forms, binders, and relevant group information at each desk. Provide guidelines and procedures for conference staff regarding conference housing desks. Assist Intern/Conference Coordinator in scheduling staff to work conference housing desk shifts.
- *Maintain keys (with Administrative Assistant) - make sure they are labeled and organized at all times. Perform key inventories/audits before each group arrival and immediately after each group departure, and order new replacement keys as necessary.
- *Keep staff informed of group needs/check in/check out through utilizing When to Work software program.
- *Assist with Early Arrival process for fall residents.
- *Report daily tasks on the prep log as necessary.
- *Report maintenance, custodial, and key requests as necessary.
- *Related duties as assigned or required.

Conference Assistant Lead – Facility Operations – Additional Job Expectations

Primary Function

This position is responsible for the preparation of all guest rooms and common areas in the residence hall buildings for the Conference Housing program. This position will also coordinate the inventory and tracking of all Conference Housing supplies, linen, and equipment. This position will oversee the conference assistant prep team in preparation of guest rooms and common areas. Position reports to the Conference Coordinator, Conference Staff Development Intern, and the Assistant Director for Administrative and Conference Services.

Primary Expectations

- *Oversee the CA prep team, daily, in preparation of guest rooms and building common areas.
- *Check in the CA prep team at each shift (if not working, make sure intern or coordinator or admin staff can do it that day).



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- *Clean and prepare guest rooms and common building common areas prior to guest arrival and immediately after guest departure; includes working with prep crew to complete trash removal, vacuuming, dusting, and linen removal.
- *Responsible for inspection of guest rooms prior to guest arrival and immediately after guest departure.
- *Responsible for linen for all guest rooms; make sure linen is clean and accounted for and available for guest rooms prior to guest arrival; make sure linen is sent out to get cleaned and is returned immediately after guest departure.
- *Schedule all linen drop-off and pick-up with linen company; make sure prep staff is tracking all outgoing and ingoing linen and the counts match.
- *Be available for linen drop off and pick up times.
- *Ensure cleaning and guest room supplies are stocked at all times; order when necessary.
- *Monitor and track inventory of all supplies and linen by physical count daily with accurate logs/forms; order when necessary.
- *Responsible, with prep crew, for set up and tear down of equipment and supplies, according to group needs, in all residence hall common areas, including tables and chairs for check-in and check-out.
- *Ensure lounge space diagrams are posted and updated in all residence hall lounge and common area spaces.
- *Assist Conference Coordinator with daily cleaning schedule/prep logs.
- *Assist Conference Coordinator with training of conference staff for cleaning/prep.
- *Related duties as assigned or required.

Conference Assistant Lead – Administration – Additional Job Expectations

Primary Function

This position is responsible for the overall support, clerical duties, and customer service for the Conference Housing program. Position reports to the Conference Coordinator, Conference Orientation Intern, and Assistant Director for Administrative and Conference Services.

Primary Expectations

- *Provide customer/conference guest service for main conference housing office daily, responding to phone and email inquiries.
- *Assist in preparing agendas for conference team staff meetings weekly, in coordination with Conference Coordinator.
- *Prepare and distribute minutes from conference team staff meetings weekly, within 24 hours of staff meeting.
- *Responsible for general office filing, copying, and telephone and email support.
- *Respond to requests and inquiries from conference group directors and guests.
- *Prepare registration cards for all conference group check in's.
- *Prepare and process all overnight guest reservation forms, registration cards, keys and room checks.
- *Conduct building group inventories for each conference group prior to group arrival.
- *Assist Guest Services Lead with key inventories/audits before each group arrival and immediately after each group departure.
- *Assist Conference Leads, Conference Interns, and Conference Coordinator with duties and day to day work as assigned.
- *Available for scheduled, occasional weekend work hours to assist with check in and check out of conference groups.
- *Prepare and process billing statements, invoices for conference groups, interns, and overnight guests.
- *Follow up with conference groups, interns, and overnight guests to collect payments in timely manner.
- *Manage online web registration function in StarRez for all conference groups and overnight guests (set up and daily management).
- *Coordinate Early Arrival process for UHS residents in August.
- *Related duties as assigned or required.
- *Train Conference Assistants and other staff on StarRez.

Frequently Asked Questions

1. *Can I take summer school classes or work on summer research projects?*

Summer school classes or work on summer research projects can only be done with approval by the Conference Coordinator and will only be approved after all summer work shifts are filled. Your class schedule must fit around the conference work schedule.

2. *Can I have outside employment while employed as a Conference Assistant?*

All outside employment must be approved by the Conference Coordinator. All other jobs must accommodate your shifts and all commitments that are part of the Conference Assistant position.

3. *Is housing provided?*

Yes, it is. You will have your own bedroom. The rooms are single occupancy rooms.

4. *Will I have a meal plan?*

Yes!! As part of your compensation package, you will be given a meal plan to be used when the Dining Commons is open. This is only valid when the Dining Commons is open. Meals are not provided at other times, except during training.

5. *Will I be able to take a vacation?*

Sorry, but no---given the workload distribution and the short time span of the job, there is no "vacation time." You will have days off each week, but they may vary depending on your schedule and what shifts you sign up for.

6. *What will my hours be?*

You will work a 40-hour work week based on shifts you sign up for. Shifts are scheduled 7 days per week, from 8:00 am - 10:00 pm each day. There will be some rotating shifts and on-call duty nights. Nights and weekends are required.

7. *Can I work for part of the summer?*

No, you must be available to work from May 23, 2015 through August 9, 2015. Occasionally exceptions are made for a few days. If you have questions, please contact the Conference Office.

8. *Do I have to wear a uniform?*

Each Conference Services employee will receive shirts. You will be required to wear the polo shirt and tan khaki's when working the desk or check-in, and the t-shirt when working the prep crew. You can wear jeans, black or tan khaki's, pants or shorts with the shirts, as long as they look appropriate. Closed toe shoes are required as well.

9. *Do I have to work outside?*

Yes, there will be some outdoor work required, though most of the work is inside the residence halls (but it is summer in San Jose and it's still hot!). You will be required to transport linen and equipment between residence halls, which means working outside.

10. *Is training mandatory?*

Yes, staff training is critical to a successful summer. There will also be some mandatory training sessions throughout the spring semester.

11. *Do I need to have conference experience?*

No previous experience is required, but you do need to have a positive, enthusiastic attitude and the willingness to learn. We are looking for ambitious students who like to work in a team atmosphere and are able to provide quality customer service.

12. *Can I be a Fall 2015 RA and a Summer 2015 CA?*

No, due to the overlap in training for the RA position and the end of the CA job, this is not possible.