



Description of Responsibilities and Expectations for Conference Assistant 2023

The Conference Assistant position is a temporary summer position that is a fusion of many different types of work. You can be expected to act as front desk attendant, resident assistant, housekeeper, moving crew, security officer, office assistant and whatever else might be required of you by a given situation in the course of the job. **Please be mindful that this job requires physical labor and at times is labor intensive.** Conference Assistants are the front line ambassadors who welcome our guests to campus. Their chief function is to aid our guests and create a safe and enjoyable stay. We strive to meet/exceed the guest's expectations. Often times, you will be the first and last impression a group will have of their time at Eastern. You are our representatives of Eastern Universities' Hospitality Ministry. *This is a seasonal position and does not include any benefits.*

- Position Summary:

The Conference Season is roughly divided into three parts:

- Commencement & Pre-Season – This is a week and a half period before guests start arriving; this time is used to prepare the campus for conference use, including campus walk through, moving furniture, setting linens, etc. A tentative schedule is below:
 - Friday, May 5, 2023: Meet and Greet with the full team and Commencement Prep
 - Saturday, May 6, 2023, Facilitate Commencement
 - Monday, May 8- Wednesday, May 17, 2023: Training, preparing the campus to welcome guests to campus, and managing field clients
- Conference Season – This is the duration of the summer, beginning May 17, 2023 and ending the first week of August 2023, when guests are on campus. We are open Sunday – Sunday 24/7, including holidays. During this time, we meet the clients' daily needs, and help make their stay as pleasant as possible. We will also be assisting the University in preparing for next semester. This will entail but not limited to assisting other departments in coordinating projects and lending helping hands.
- Post-Season – This will begin the week of August 1, 2023 and continue through August 15, 2023. This is the time when we prepare the campus to welcome students return for the fall semester. This includes storing all summer supplies, taking down instructional signs, moving furniture, damage checks, final work orders, and supporting Plant Operations.

- Responsibilities Include:

- Setting up meeting rooms (tables & chairs etc.)
- Setting up sleeping rooms, linens, damage checks, emergency information
- Managing field clients: greeting, parking lot attending and moving goals
- Facilitate registration and check out of guests as assigned
- Participate in a rotating on-call schedule for 24-hour availability
- Perform labor intensive jobs such as taking apart and moving furniture
- Assist with crisis intervention/emergency situations as they arise
- Attend all orientation, training sessions and weekly staff meetings
- Interact in a respectful and professional manner with all conference planners, group representatives, conference guests and service providers
- Maintain high-quality, seamless, and exceptional service for clients and initiate conversation to ensure that their needs are being met while on Eastern's campus
- Live on campus in provided housing & be available for all scheduled hours, including weekends & holidays, maintain a minimum of 35 hours of work per week (typical week is scheduled at 40 hours)
- Express to clients internal and external, as well as to the community, the Hospitality Ministry that is Conference Services and Special Events
- Assist other departments and the University as we prepare for the Fall semester

- Qualities Include:

- Servant Leader committed to the Hospitality Ministry of Eastern University
- Strong commitment to customer service
- Attention to detail
- Willingness to do manual work
- Strong communication and team-work skills
- Flexibility – especially when it comes to non-traditional work hours (weekends, holidays, and 24-hour on-call shift)
- Continual availability from May 5, 2023 – August 15, 2023 (tentative) with additional post season employment available at the discretion of the Executive Director
- Limited outside commitments, this job is the primary summer commitment
- Currently live on campus, and have intention of living on campus in the Fall is preferred but not required
- Ability to work with others, follow directions and work well under stress
- Ability to lift 25lbs and climb a ladder

- Job Incentives:

- A dynamic team atmosphere
- On Campus Housing
- Full meal plan in the dining commons
- Hourly pay with opportunities for overtime
- Rewarding personal and professional growth experiences

CONFERENCE ASSISTANT (CA) APPLICATION FOR EMPLOYMENT

If you need help filling out this Application for Employment, please contact Conference Services. Eastern University does not discriminate on the basis of race, creed, color, national origin, sex, age, disability, handicap, marital status, or any other applicable legally protected category. Eastern University is an equal opportunity employer. No questions on this Application are intended to secure information to be used for any discrimination prohibited by applicable law.

PLEASE PRINT OR TYPE

Name (Last, First, MI)	Student ID Number
Home Address –Street	Cell Phone
City/ State/ Zip	E-Mail
Do you currently live on campus?	Employment Dates Satisfactory? Y / N
Do you plan on living on campus in the Fall?	What is your class year?
If hired, can you present evidence of your US citizenship or proof of your legal right to work in the US? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Are you willing to work SATURDAYS, SUNDAYS and HOLIDAYS? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Are you willing to work OVERTIME? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Are you willing to be ON-CALL and work nights and/or emergencies? <input type="checkbox"/> YES <input type="checkbox"/> NO	
What other positions have you held at Eastern University?	
Do you have a driver's license? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Do you have an Eastern University van driver's license? <input type="checkbox"/> YES <input type="checkbox"/> NO	

EDUCATION

School Type	Name of Institution	Course of Study	No. of Years	Degree/Diploma?
HIGH SCHOOL				
COLLEGE				
OTHER				

PREVIOUS EMPLOYMENT RECORD

Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Are you currently employed? <input type="checkbox"/> YES <input type="checkbox"/> NO	May we call your present employer? <input type="checkbox"/> YES <input type="checkbox"/> NO

REFERENCES

Please include at least one Eastern University Faculty/Staff member

Name of Reference	Relationship
Title	Company
Phone Number	Email Address
Name of Reference	Relationship
Title	Company
Phone Number	Email Address
Name of Reference	Relationship
Title	Company
Phone Number	Email Address

SHORT ANSWER QUESTIONS

Please submit an additional sheet of concise **typed** responses to the following questions.

1. Please complete this statement: "In an emergency situation, my best attribute is _____."
2. In what ways can you use your strengths to perform the responsibilities of a CA?
3. What does the phrase "hospitality ministry" mean to you?
4. Why do you want to work for the Conferences department this summer?
5. Please list the days and times that are most convenient for you to have an interview. (M-F, 9am-5:30pm)

STATEMENT

Eastern University is a drug-free workplace. I understand that the use, possession, distribution, purchase or sale of illegal drugs and the illegal use of drugs is prohibited during employment by Eastern University. I also understand that the use of alcohol or being under the influence of alcohol/drugs while at work is also prohibited.

I certify that the facts contained in this application are true. I understand that only Conference Services, has any authority to make any agreement with me for any specified period of time or to guarantee job-related terms or benefits. I understand that this entire statement (both paragraphs) applies to the period before and after I may become employed. I acknowledge that I have read and understand each of the above two paragraphs (including this paragraph) as well as the entire Application form.

DATE: _____ APPLICANT'S NAME: (print) _____

APPLICANT'S SIGNATURE: _____

RELEASE AND AUTHORIZATION TO CHECK APLICANTS CREDENTIALS

I authorize Eastern University to perform all checks of my credentials and background as allowed by law, including, but not limited to, discussions with present and/or former supervisors, co-workers, friends, business associations, Student Development, and/or other individuals that Eastern University, in its sole discretion, believes may have relevant information regarding my suitability for employment.

I also authorize such other investigation as Eastern University and/or its agents and consumer reporting bureaus to verify any of this information. I authorize all former employers, persons, schools, companies, and law enforcement authorities to release any information concerning my background, and I release all said persons, schools, companies, employers and law enforcement authorities from all liability for any damage whatsoever for issuing this information.

DATE: _____ APPLICANT'S NAME: (print) _____

APPLICANT'S SIGNATURE: _____



**E A S T E R N
U N I V E R S I T Y**
Conferences

(610) 341-5999

Thank you for applying, we look forward to meeting you.

****Please return to the Conference Office either in person or via campus mail. The Conference Office is the stone building located at the entrance of the Gym parking lot.****

**We will be scheduling interviews as we receive applications. Final due date for application is:
April 14, 2023**

For questions, please contact Efram Harkins at (610) 341-5999 or Wharkins@eastern.edu.