

UAB Conference Assistant Position

Job Description: Customer service skills and flexibility are imperative for this hospitality centered position. Over the summer UAB Housing transitions into both a student housing and camps and conference housing entity. Conference Assistants are the face of UAB during groups' stay with us and assist groups throughout their entire stay with us. Conference Assistants assist groups by prepping their rooms, checking-in participants, assisting with questions about campus and Birmingham, and then checking participants out at the end of their stay.

Job Qualifications:

- CAs must be current UAB students who are enrolled in classes for Fall 2018
- CAs must be in good academic and student conduct standing with UAB
- Essential characteristics include: time management, punctuality, professionalism, commitment to customer satisfaction, communication skills with a diverse group of customers and staff, and flexibility
- Demonstrated success in working with groups and dealing with difficult situations
- Strong administrative skills with particular attention to detail required
- Due to the time commitment of the CA position, applicants can be taking classes, but cannot have an outside job unless approval has been given by the camps and conferences coordinator.

Job Compensation:

- Single room for the summer (May 7-Aug 7)
- Stipend of 1,000 distributed across the 4 months

Job Duties:

- **Customer Service**
 - Demonstrate initiative in greeting and assisting summer guests
 - Express kindness, respect, and a caring attitude for summer guests
 - Assist groups by checking all guests in and out of housing, issuing keys, updating records, and answering questions
 - Follow-up with guest concerns in a timely and respectful manner
 - Respect the sometimes private nature of communications between summer guests and UAB Student Housing and Residence Life
 - Provide guided tours to both camps/conference groups, as well as, for new student orientation
- **Team Support**
 - Develop and maintain on-going professional relationships with fellow summer staff
 - Demonstrate positive attitude and commitment to teamwork
 - Assist fellow staff in completing assignments and work crew projects by deadlines

- **Desk Attendant**
 - Work weekday and weekend desk hours
 - Maintain a neat and orderly workspace
 - Take accurate phone call messages and distribute to appropriate staff members
 - Answer questions related to campus and Birmingham for camp/conference participants
 - Wear conference assistant uniform while at the desk and maintain a positive attitude with camps/conference participants
- **Prep Crew**
 - Complete 2 bulletin boards
 - Prepare floors and rooms for ongoing move-ins
 - Wash, fold, and organize linens for summer groups as well as making the bed for groups who requested linens
 - Clean and prep rooms with toilet paper, trash bags, etc. in preparation for a group's check-in
 - Assist the facilities team by noting needed repairs and report areas of concerns in a timely manner
- **Policy Enforcement**
 - Understand and have a working knowledge of the camps and conference policies and procedures
 - Educate guests in a polite manner about the policies and procedures
 - Enforce University and Student Housing policies and serve as a role model by setting an example for peers by abiding by all policies
 - Confront individuals with respect, consistency, and fairness at all times
 - Assist during emergency situations such as, fire, medical emergencies, facilities concerns, etc.
- **UAB Orientation Support**
 - Attend UAB Orientation Night Programs for guests staying in the building
 - Give tours of the residence halls for UAB Orientation participants