### Cornell University
**Student Summer Internship**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Conference Assistant</th>
<th>Updated:</th>
<th>January 2016</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Student Service/Community Assistant II (C007)</td>
<td>Job Level:</td>
<td>III</td>
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<tr>
<td>Hours:</td>
<td>Full time: 35-40 hours per week&lt;br&gt;Part time: 15-20 hours per week&lt;br&gt;Must be available to work some days, nights and weekends</td>
<td>Wage:</td>
<td>$9.25 per, air conditioned on-campus housing, ($250 summer bucks- for full-time employees)</td>
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<td>Dates:</td>
<td>May 25 – August 17, 2016</td>
<td>FWS:</td>
<td>Available</td>
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<td>Department:</td>
<td>Conference Services</td>
<td>Supervisor:</td>
<td>Student Manager and Conference Planners</td>
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<tr>
<td>Location:</td>
<td>Robert Purcell Community Center</td>
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### Position Summary
Conference Services hosts over 12,000 guests in over 150 conferences during the summer and provides excellent customer service. The conference assistant works closely with the Conference Planners and Student Managers to help coordinate meetings, conferences, special programs and special events for the university departments and non-university groups. The position is responsible for working with conferences, facilitators and participants; including front desk coverage, maintaining an open line of communication with Conference Planners and Student Managers.

### Required Qualifications
- Current full-time Cornell student and/or registered for as a full-time student in the Fall 2016
- Must be patient, courteous, professional and have strong customer-service skills
- Knowledge of computers, Excel, Word and have the ability to learn new software
- Able to work independently and on a team in a fast-paced, demanding, dynamic environment
- Excellent customer service, interpersonal, and hospitality skills
- Comprehensive knowledge of campus and community services
- Demonstrated organizational skills and keen attention to detail
- Readily adaptable to change, resourceful and able to solve problems quickly and creatively
- Job history of dependability
- Valid driver’s license preferred

### Responsibilities
**Front Desk Customer Service**
- Welcome guests promptly and professionally; answer questions and make referrals.
- Perform opening and closing procedures and reconcile cash register.
- Check-in conference attendees, distribute keys and access cards, and collect fees.
- Process payments for housing, dining, activity, parking, billiards, laundry, and other services using the cash register, credit card machine, and StarRez
- Provide information and concierge services to visitors, conference attendees, and conference facilitators.
- Maintain a thorough understanding of current conferences and who is responsible for what within the department, Campus Life, and the University to able to direct customers correctly.
- Process service requests to maintain residential and Community Center facilities. Determine level of urgency per established policies.
- Staff on-call service hours to answer the telephone and check guests in after hours.

**Conference Planning and Execution**
- Plan and coordinate the conferences according to the needs of each specific group.
- Prepare for and work at events including check-ins, checkouts, catered functions, meetings, and presentations.
- Serve as contact for conference facilitators and participants; provide necessary information pertaining to changes.
- Prepare accurate billing within 5 days of your assigned conference groups’ departure.

**Other**
- Attend all orientation and training for Conference Assistants
- Attend weekly staff meetings with Student Managers and Planners
- Attend weekly one-on-one meetings with Student Managers
- Perform other duties as assigned.
Job Factors

Supervision Received: General supervision by Conference Planners and Student Managers

Supervision Given: Occasional guidance to coworkers.

Decision-Making: Occasionally adapts established procedures to resolve unusual cases, recommends policy and procedural changes within the department.

Accountability: Significant accountability through a scope of impact beyond the University

Contacts: Receive and provide information within the university. Assist with complex business and is a liaison between Conference Planner and conference facilitators. Work directly with a diverse guest/student population.


Skills for Success — essential skills for individual and organizational success

Adaptability

• Is flexible, open and receptive to new ideas and approaches
• Adapts to changing priorities, situations and demands
• Handles multiple tasks and priorities

Communication

• Demonstrates the ability to express thoughts clearly, both orally and in writing
• Demonstrates effective listening skills
• Shares knowledge and information
• Asks questions

Hospitality-Minded

• Is approachable and accessible to others
• Reaches out to be helpful in a timely and responsive manner
• Strives to satisfy internal and external customers
• Is diplomatic, courteous, and welcoming

Inclusiveness

• Shows respect for differences in backgrounds, lifestyles, viewpoints, and needs in reference to areas such as ethnicity, race, gender, creed, and sexual orientation
• Promotes cooperation and a welcoming environment for all
• Works to understand the perspectives brought by all individuals

Teamwork

• Builds working relationships to solve problems and achieve common goals
• Demonstrates sensitivity to the needs of others
• Offers assistance, support, and feedback to others

Motivation

• Shows initiative, anticipates needs and takes actions
• Engages in problem-solving; demonstrates innovation and creativity
• Suggests ways to improve and be more efficient
• Strives to achieve individual, unit, and university goals

Self Development

• Enhances personal knowledge, skills, and abilities
• Anticipates and adapts to technological advances and other changes as needed
• Seeks and acts upon performance feedback

Stewardship

• Demonstrates accountability in all work responsibilities
• Exercises sound and ethical judgment
• Shows commitment to work and to consequences of own actions

To fill out an application visit: http://conferenceservices.cornell.edu/contact/employment.cfm