

Villanova University
Office of Conference Services
610-519-7895

**Summer 2012
Conference Assistant Job Description**

During the summer months, the Office of Conference Services (OCS) employs Conference Assistants (CAs) to work with operations and reservations functions for conference, camp and guest groups using Villanova's meeting, dining, housing, catering and recreation facilities. CAs will prepare, set up and maintain housing and meeting accommodations for these guest groups. A Conference Services Staff team of the Conference Services Manager, the Conference Reservations Coordinator and Conference Shift Leaders (4) will supervise the CAs.

Stanford Hall will be used as the location for the summer Conference Service Desk operation, which will operate from 7am-9pm, seven days a week, and is staffed by Service Desk Assistants (SDAs). From this location to every corner of the campus, CAs will work with a wide range of guest groups, and other campus services associates, whose combined efforts will reflect our hospitality, Villanova-style.

CAs should expect to regularly commit between 15-40 hours per week of scheduled hours. These hours will vary each week according to the needs of the department. **There will be up to three shifts (8am-12pm, 12pm-5pm, 5pm-9pm), seven days a week.** Staff will start work on May 21 and work through to August 8, 2012. Conference Services activity will mirror a round-the-clock hotel/conference center mode of operation. Any staff member may be called to work outside of their already scheduled hours, in response to guest emergencies or during peak occupancy periods of need.

We are looking for students who can perform manual labor, have hospitality industry skills, and a demonstrated ability to interact well with others. Staff should have excellent verbal and interpersonal skills, a solid work ethic and a strong commitment to customer service. Tasks and responsibilities of a CA will include any or all of the following: meeting and guest room set-ups and break-downs (table/chair/AV set-up, bed making and stripping, room inspections etc.), dorm room walk-throughs, registration material assembly, registration and check-out staffing, knowledge of all OCS services and activities to act as a resource for guests, administrative support and rotating nightly duty. **All employees of Conference Services must have a valid driver's license (USA only) and be able to drive a box truck (no special license required).**
All employees must be able to carry/push/pull 35-50 pounds.

Compensation will include an hourly wage. In addition, summer South Campus housing and a meal plan will be provided in return for participation in a shared, On-Duty rotation of staff who are assigned from 9:00 pm to 7:00 am every night. For staff not interested in the housing benefit, Conference Assistants may request to live off campus. Staff choosing to live off campus must still participate in the nightly On-Duty rotation and must live on campus during their scheduled nights.

Once an application is received, a decision will be made whether to offer an interview. After evaluation of the interview and contacting references, job offers will be made to qualified candidates.

To apply, go to www.conferenceservices.villanova.edu and click on Employment Opportunities.
Application period: February 15 to March 21, 2012.

If you have any questions regarding the summer conference program or the selection process, please contact **Sue Scollon, Conference Services Manager**, 610-519-7895, or by email, susan.scollon@villanova.edu