

Villanova University
Office of Conference Services
610-519-7895

**Summer 2012
Service Desk Assistant Job Description**

During the summer months, the Office of Conference Services (OCS) employs Service Desk Assistants to work with operations and reservations functions for conference, camp and guest groups using Villanova's meeting, dining, housing, catering, and recreation facilities. A Service Desk Assistant's main duties will include working at the Service Desk in Stanford Hall and in the main office in Galberry Hall. Service Desk Assistants will also work with the Shift Leaders (SLs) and Conference Assistants (CAs) in the preparation and maintenance of housing and meeting accommodations for the guest groups. A Conference Services Staff team of the Conference Services Manager, the Conference Reservations Coordinator and Conference Shift Leaders (4) will supervise the Service Desk Assistants.

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

Service Desk Assistants are expected to work 30 hours per week of scheduled hours. The Service Desk will function with two daily shifts (7am-2pm and 2pm-9pm), seven days a week. When assigned to CA duties, the Service Desk Assistant staff will have up to three shifts (8am-12pm, 12pm-5pm, and 5pm-9pm), seven days a week. A two-day training period for the Service Desk staff will be Friday, May 18 and Saturday, May 19, 2012. They will also be required to attend the All-Staff Training starting on Monday, May 21st. **All SDAs must be available from May 18 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 with resourcefulness and common sense who have hospitality industry skills, are knowledgeable of general office duties and data entry, have staff scheduling experience, have some knowledge of different types of software, are able to perform manual labor, and have a demonstrated ability to interact well with others. Staff should have a solid work ethic, organizational skills, multi-tasking abilities and a strong commitment to customer service. **It is mandatory that the staff hired for the Service Desk speak perfect, understandable English. All employees of the Office 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 lift/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, Service Desk 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** at 610-519-7895 or by email, susan.scollon@villanova.edu