



Summer Conference - Summer Assistant

Position:	Summer Assistant (SA)
Openings:	5-10
Reports to:	Supervised by the Lead Housing Assistant and reports to the Conference Manager
Remuneration:	Starting hourly wage is \$14.00 paid bi-monthly (less standard deductions) for up to 40 hours/week. A limited meal plan (to be used when dining services are available) is provided during the Summer Term and is valued at over \$900.

Dates of Employment: May 15– August 4, 2023

Position Overview: The Summer Assistants (SAs) are responsible for providing quality customer service and facility support to the guests who visit the Colorado School of Mines as part of the Summer Conference program. SAs are expected to assist with various conference logistics including front desk coverage, guest check in/out, linen management, mail distribution, and other conference-related tasks, as needed.

Qualifications: This position is open to current Mines students who:

- Have a minimum cumulative 2.0 GPA and be enrolled full time for Fall 2023 at the start of employment
- Available and able to work throughout the dates of employment
- Pass a Background Check
- Integrity, responsibility, accountability, self-motivation, and the ability to work autonomously
- Flexibility and the ability to adapt in a rapidly changing work environment
- Strong communication and customer service skills, a positive attitude about Mines, and an eye for detail
- Must be able to think critically and use available resources while interacting with Campus Events staff and guests
- Knowledge of Mines and Golden
- Campus involvement or other extra-curricular activities is preferred
- Have the ability to relate to a wide variety of individuals and groups
- Demonstrate high levels of self-awareness and sensitivity to others
- Respond reasonably and calmly to stressful and/or emergency situations; be assertive but friendly
- Experience as a Desk Assistant or Summer Assistant is preferred

Responsibilities:

Customer Service

- Represent Conference Services and the Colorado School of Mines as the first point of contact at desks and provide guests with a positive experience
- Act and display self in a professional manner at all times; wear staff shirt, name tag and appropriate clothing
- Follow up on guest concerns and questions in a courteous and timely manner

Front Desk

- Work scheduled hours at the assigned front desk (Maple, Spruce, Elm, Trads, or Green Center) and be available to work days, evenings, holidays/breaks, and weekends on a rotating basis
- Conduct check in/out procedures as scheduled and accurately record information in Conference Management Software (Residence Hall Desk)
- Prepare key packets when needed (Residence Hall Desk)
- Inventory keys and Blastercards and report missing items to the Lead Housing Assistant (Residence Hall Desk)
- Keep the desk area and mail room(s) clean and uncluttered at all times, take out trash as needed
- Answer the phone courteously, transfer calls as appropriate, check voicemail, and take complete messages
- Assist in all areas when the conference schedule requires additional staffing
- Be knowledgeable about Green Center A/V functions (Green Center desk)

Facilities Management

- Thoroughly clean and prepare rooms according to Conference Services and Facilities Management standards
- After guests check out, do maintenance checks, report any missing or damaged items, and remove linen
- Maintain and organize an accurate and up-to-date lost and found inventory
- Assist with linen exchanges for groups as specified by Conference Services
- Ensure extra linen packs, pillows, pillowcases, and toilet paper are stocked behind the residence hall desk
- Inventory Conference Services property and linen and make recommendations for purchase
- Complete work orders for building problems, damages, etc.
- Move furniture, beds, and mattresses as needed
- Assist Campus Events staff as needed
- Some tasks involve manual labor which may require lifting, walking, or climbing stairs

Teamwork

- Cooperate and work with all other staff members including Residence Life, Campus Events, and Facilities Management
- Communicate suggestions and make recommendations to supervisor
- Have a positive attitude and be willing to contribute to an encouraging work environment
- Assist SAs in taking additional shifts, preparing rooms for conference guests and other duties as needed
- As a member of the CSM Campus Events team, your behavior must be above reproach. Strict adherence to all CSM policies and student code of conduct is expected and failure to do so will result in termination
- Abstain from alcohol and drug use while on campus or before/during assigned shifts. Alcohol and drugs are not permitted in the residence halls
- Staff Meetings and Training are mandatory
- Full day training will begin Monday, May 15 and continue through Thursday, May 25 (tentative)
- Due to training, tight group turnovers, and end of summer duties, time off requests will not be approved during the following dates:
 - May 26-29 or July 1-4 (will need to work either Memorial Day weekend or 4th of July weekend)
 - May 15-25 (training and residence hall preparation)
 - June 16-18 (large group turnovers)
 - July 24 – August 4 (large group turnovers and end of summer clean up)

Due to the unpredictable nature of Conference Services, there may be additional duties that are not listed which will need to be performed by the Summer Assistant staff at the direction of the Main Contacts, Lead Housing Assistants and Campus Events professional staff.