



Summer Conference - Lead Housing Assistant

Position:	Lead Housing Assistant (LHA)
Openings:	2
Reports to:	Conference Manager
Remuneration:	Starting hourly wage is \$17.00, paid bi-monthly (less standard deductions) for up to 40 hours/week during the Summer Term. Rent free on campus housing and a limited meal plan (to be used when dining services are available) are provided during the Summer Term and are valued at \$5500.

Dates of Employment: May 13 – August 9, 2024

Position Overview: The Lead Housing Assistant (LHA) is 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. The LHA is expected to schedule the residence hall front desk(s), coordinate conference guest housing using conference management software, manage conference details in event management system, upkeep key and card inventory, and jointly supervise the Summer Assistants with Campus Events Professional staff members.

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

- Have a minimum cumulative 2.0 GPA and be enrolled full time for Fall 2024 at the start of employment
- Available and able to work throughout the dates of employment
- Pass a Background Check
- 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
- Knowledge of Mines and Golden
- Can relate to a wide variety of individuals and groups
- Respond reasonably and calmly to stressful and/or emergency situations
- Experience working in Conference Services is preferred
- May not hold other employment during dates of employment

Responsibilities:

Customer Service: LHAs will represent Conference Services and the Colorado School of Mines professionally by working directly with the Main Contacts and overseeing the Summer Assistants. They will follow up on guest concerns and questions in a courteous and timely manner.

Residence Halls: LHAs will prepare and manage Residence Hall desk schedules and conference calendar, work with other summer staff to investigate missing keys and Blastercards and document in event management system, assist with conference check-ins and check-outs, work with Residence Life to coordinate mail distribution, and assist with other conference tasks when the schedule requires additional staffing.

Administrative Duties: LHAs will split tasks between the Conference Management and Event Management systems. They will become the expert in the Conference Management system and utilize the system to prepare Residence Life rosters, document and dining guarantees. They will work in the Event Management system to keep event details up to date, including setup, A/V, parking, and catering. They will work with Main Contacts to close out the conference group by finalizing housing details for invoicing purposes

Supervision: LHAs will implement policies and procedures to ensure appropriate work standards by summer conference staff. They will prepare an agenda and lead weekly staff meetings. They will also promote staff morale by organizing voluntary social activities and staff programs. They will provide evaluation of the Summer Assistants in August.

Teamwork: MCs will work with other staff members including Event Services, Residence Life, and Facilities Management. They will be expected to have a positive attitude and follow all CSM policies and the student code of conduct. All Staff Meetings and Trainings are mandatory.

Due to training, tight group turnovers, and end of summer duties, time off requests will not be approved during the following dates:

May 13th-20th (Mandatory Staff Training)

Either May 25th-27th or July 3rd-5th (will need to work either Memorial Day weekend or over 4th of July)

June 7th-9th, July 6th-9th, 12th-14th (large group turnovers)

July 29th – August 5th (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 Event Services professional staff or other Conference Services team members.