



Summer Conference – Main Contact

Position:	Main Contact (MC)
Openings:	3
Reports to:	Conference Manager
Compensation:	Starting hourly wage is \$16.00, 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. Living on campus in a residence hall is a requirement during the Summer Term.

Dates of Employment: May 13– August 9, 2024

Position Overview: The Main Contact (MC) position is responsible for providing quality customer service to all guests and administrative support to the Summer Conference program. The MC is expected to be the first point of contact for conference needs and concerns, be on-call while groups are on campus, and assist with other 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 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

Responsibilities:

Customer Service: MCs will represent Conference Services and the Colorado School of Mines professionally by acting as a first point of contact for assigned conference groups. They will be on-call during their assigned conference dates and will follow up on guest concerns and questions in a courteous and timely manner.

Conference Management/On-Call: MCs will be the central point of contact for assigned conference groups while they are on campus using assigned duty phone, email, and other forms of communication. **MCs are expected to be on-call while their assigned groups are on campus and manage incidents/emergencies.** They will attend pre-arrival meetings with clients and the Conference Manager, coordinate check-in/check-out procedures, prepare key packs, ensure Summer Assistants have prepared rooms for group check-ins, and ensure proper furniture and A/V setup before events.

Administrative Support Functions: MCs will accurately provide information to and from Dining, Parking Services, Recreation Services, Access Services, and other campus partners to the Lead Housing Assistants and assist with group guarantees and rosters. They are expected to be present and support large events in the Student Center and Green Center.

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.