



## Summer Conferences - Summer Assistant

<b>Position:</b>	Summer Assistant (SA)
<b>Openings:</b>	5-10
<b>Reports to:</b>	Conference Manager and Events Services Employees
<b>Compensation:</b>	Starting hourly wage is \$14.50 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 13– August 9, 2024

**Position Overview:** The Summer Assistants (SAs) are responsible for providing quality customer service 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 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

### **Responsibilities:**

**Customer Service:** SAs will represent Conference Services and the Colorado School of Mines professionally by acting as a first point of contact at the front desks, and following up on guest concerns and questions in a courteous and timely manner.

**Front Desk:** SAs will work scheduled hours at various residence halls and building front desks throughout the summer (including weekends, evenings, and holidays). Tasks will include, but are not limited to, assisting with check-in/check-outs, distributing key packs, distributing extra linens, working lunch shifts at Mines Market, and updating and managing desk logs.

**Summer Housing:** SAs will ensure rooms are prepared for upcoming conference groups. They will report damages and document work orders, remove and distribute linen packs, and maintain a stock of extra supplies behind the desk. Some tasks involve manual labor which may require lifting, walking, moving furniture, or climbing stairs.

**Teamwork:** SAs 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 13<sup>th</sup>-20<sup>th</sup> (Mandatory Staff Training)
- Either May 25<sup>th</sup>-27<sup>th</sup> or July 3<sup>rd</sup>-5<sup>th</sup> (will need to work either Memorial Day weekend or over 4<sup>th</sup> of July)
- June 7<sup>th</sup>-9<sup>th</sup>, July 6<sup>th</sup>-9<sup>th</sup>, 12<sup>th</sup>-14<sup>th</sup> (large group turnovers)
- July 29<sup>th</sup> – August 5<sup>th</sup> (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.