



JOB DESCRIPTION
University of Utah
University Guest House
& Conference Center

JOB TITLE
Summer Conference Coordinator

JOB SUMMARY
Summer Conference Coordinators are responsible for the day-to-day summer conference operations of the University of Utah. This includes establishing working relationships with community partners as well as working with a team of coordinators to facilitate groups staying on campus throughout the summer. This is a live-in, temporary position during the summer months only (anticipated summer dates are May 14, 2022 through August 6, 2022). The position requires a commitment of working an average of **40 hours per week** (hours per week may vary). Summer Conference Coordinators report directly to the Assistant Director of Summer Conferences. This position requires on-call duty as well as evening and weekend work. Other summer time commitments, including classes and university sponsored extracurricular activities, will be evaluated on a case-by-case basis to determine hiring eligibility.

QUALIFICATIONS
Successful applicants will be detail-oriented, professional, personable, and technologically adept. Candidates must have experience in customer service and problem solving, and have effective communication and critical thinking skills. Applicants must also demonstrate the ability to perform the essential functions outlined below.

- ESSENTIAL FUNCTIONS**
1. Live on campus.
 2. Attend two weeks of mandatory training beginning May 14, 2022.
 3. Attend mandatory weekly meetings every Tuesday at 2:00 p.m. beginning May 24, 2022.
 4. Attend one-on-one meetings with Assistant Director and Summer Conference Operations Coordinator.
 5. Provide customer service to all conference guests, summer students, staff and visitors.
 6. Work scheduled shifts at the Summer Conferences Guest Services Desk.
 7. Conduct room inventories for all long term guests.
 8. Assist guests when locked out of their room.
 9. Work with guests and maintenance staff in regards to any maintenance issues
 10. Assign guests rooms and prepare check in packets.
 11. Communicate housekeeping needs and concerns with the custodial supervisor.
 12. Communicate with Dining Services to understand groups' expectations.
 13. Establish a relationship with the client/meeting planner prior to arrival.
 14. Facilitate and assist with on-site check in/out for assigned conferences.
 15. Use VisualOne, the property management system, to accurately reflect guests' in the residence halls.
 16. Responsible for billing accuracy.
 17. Serve as a contact/troubleshooter for all guests.
 18. Answer all work related calls in a timely manner. (Phone will be provided by Summer Conferences.)
 19. Check and respond to all emails daily. (Work email will be provided).
 20. Conference Coordinators are responsible to abide by all policies & procedures.
 21. Keep work stations clean and organized
 22. Work without distraction of your personal cell phone. (i.e. Snapchat, texting, personal calls, etc.)
 23. Have fun!
 24. Other duties as assigned.

COMPENSATION
Summer Conference Coordinators will be paid an hourly wage of \$11.00. In addition, coordinators will receive housing from May 13, 2022 through August 6, 2022 and a limited meal plan for the summer. The housing location is to be determined.

DISCLAIMER
The job description has been designed to indicate the general nature and level of work performed by the Summer Conference Coordinator. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.



SUMMER CONFERENCE COORDINATOR

This job is for you if...

- You like working in a high energy environment
- You are a people person
- You have excellent customer service skills
- You have good communication skills
- You like “hands on” work and experience
- You like being empowered

This job is not for you if...

- You have a second job
- You cannot live on campus
- You are carrying a difficult class load
- You have heavy outside time commitments

Please read the job description to determine if being a Summer Conference

Coordinator is a good fit for you. If interested, please go to

<https://summerconferences.utah.edu/contact-us/Employment-Opportunities.php>

QUESTIONS?

E-mail Kaylee Mortensen at KMortensen@guesthouse.utah.edu