



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 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 15th through August 6th, 2023). The position requires a minimum commitment of **forty hours per week**. 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, 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. Attend one week of mandatory training beginning May 15th.
 2. Attend mandatory weekly meetings every Tuesday at 2:00 pm.
 3. Attend weekly one-on-one meetings with Assistant Director and Summer Supervisor.
 4. Provide customer service to all conference guests and summer students.
 5. Work minimum of 20 hours of desk shifts at the Summer Conferencing Guest Services Desk.
 6. Handle summer lock-outs between the hours of 6 AM and 12 AM when at the desk.
 7. Handle overnight lock-outs during assigned duty shifts.
 8. Respond to maintenance needs and provide assistance in initiating and closing out any requests.
 9. Assign guests rooms and prepare check in packets.
 10. Communicate housekeeping needs and concerns with the custodial supervisor.
 11. Communicate with Dining Services to understand groups' expectations.
 12. Establish a relationship with the Client/Meeting Planner prior to arrival.
 13. Facilitate and assist with on-site check in/out for assigned conferences.
 14. Use Starrez to accurately reflect guests' in the residences halls.
 15. Responsible for billing accuracy.
 16. Serve as a contact/troubleshooter for all guests'.
 17. Answer all work related calls in a timely manner. (Phone will be provided by Summer Conferencing.)
 18. Check and respond to all emails daily. (Work email will be provided).
 19. Conference coordinators are responsible to abide by all policies & procedures.
 20. Other duties as assigned.

COMPENSATION
Summer Conference Coordinators will be paid an hourly amount of \$13.00. Further, Coordinators will receive a single room with a shared kitchen from May 14th through August 6th and a limited meal plan at the PHC Dining Facility for the summer. If necessary, Coordinators may be relocated within the residence halls.

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 the 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

This job is not for you if...

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

Please read the job description to determine if being a Summer Conference Coordinator is a good fit for you.

QUESTIONS?

You may e-mail us at Kmortensen@guesthouse.utah.edu.

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