

**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 13<sup>th</sup> through August 3<sup>rd</sup>, 2024). 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 summertime 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, problem solving, 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 13<sup>th</sup>.
2. Attend mandatory weekly meetings every Tuesday at 2:00 pm.
3. Provide customer service to all conference guests and summer students.
4. Work desk shifts at the Summer Conference Guest Services Desk.
5. Assist with summer lockouts between the hours of 6 AM and 12 AM when at the desk.
6. Handle overnight lockouts during assigned duty shifts.
7. Respond to maintenance needs.
8. Assign guest's rooms and prepare check in packets.
9. Communicate housekeeping needs and concerns with the custodial supervisor.
10. Communicate with Dining Services to understand groups' expectations.
11. Establish a relationship with the Client/Meeting Planner prior to arrival.
12. Facilitate and assist with on-site check in/out for assigned conferences.
13. Use StarRez to accurately reflect guests in the residence halls.
14. Responsible for billing accuracy.
15. Serve as a contact/troubleshooter for all guests.
16. Answer all work-related calls in a timely manner. (Phone will be provided by Summer Conferencing.)
17. Check and respond to all emails, phone calls, or Teams. (Work email will be provided).
18. Conference coordinators are responsible to abide by all policies & procedures.
19. 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 12<sup>th</sup> through August 3<sup>rd</sup> and a limited meal plan. 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.



Scan here to apply



## **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 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 [mhealy@guesthouse.utah.edu](mailto:mhealy@guesthouse.utah.edu).**

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