

Longwood University ▪ Office of University Events and Ceremonies

The **Conference Associate** serves as the primary workforce for individual conferences and reports to the Conference Coordinator(s) and UE&C Staff. Individuals applying must be current college students with a working knowledge of the Longwood University campus. Conference Associates will work an average of 30-40 hours per week and are required to live on campus in an assigned residence hall.

Due to the workload and time demands, Conference Associates may not take any summer courses requiring classroom attendance (online classes are allowed). Mandatory training will take place the week after finals. Applicants that are unable to attend all training will not be considered for the position.

Other responsibilities include, but are not limited to:

- Guest Relations – positively represent Longwood University to all conference guests and University faculty/staff
- Provide continuous customer service for conference guests
- Review conference requirements and itinerary with team members, coordinators, the Conference Specialist, and the Event Managers prior to conference arrival
- Assist with preparation of keys and access cards prior to conference arrival
- Ensure residence hall preparations are complete and prepare a Room Condition Report (RCR) on any problems encountered (includes touring the assigned residence hall prior to the arrival of each conference to check for cleanliness, making sure bulletin boards are up to date, maintenance problems are repaired, housekeeping has completed preparation of the rooms with requested linens, etc.)
- Handle distribution and collection of pillows
- Execute the preparation of registration materials prior to conference arrival
- Assist with check-in and check-out of conference groups
- Report necessary maintenance needs to the work order center and follow-up on completion
- Set up special events, meeting spaces, and table arrangements at designated areas and times
- Check all set-ups for conference groups before, during, and after specified meeting times
- Help with transportation needs of various groups while on campus, including the operation of state-owned vehicles.
 - *To comply with state requirements the applicant must have a valid driver's license. Upon being hired, the employee will be required to complete a DMV release form for the University to verify and monitor a valid license.*
- Provide assistance to conference groups while on campus, i.e. making copies, transmitting faxes, errands, setting up water stations, acquiring and providing athletic equipment to groups, etc.
- Perform occasional overnight on-call services in your assigned on-campus residence.
- Attend all training and staff development sessions and weekly meetings throughout the conference season
- Other such duties as assigned

Position Benefits:

- \$11.00 per hour with opportunities for overtime
- Free private housing in an air-conditioned residence hall room
- Complimentary meal plan plus Lancer Cash