About the Summer Conference Program
Managed by Conference and Event Services (CES), the Summer Conference Program at the University of Denver (DU) provides event, dining and housing services to over 6,000 guests and more than 60 educational camps, conferences, and programs each summer.

Job Summary
The Desk Assistant (DA) is a vital part of the Summer Conference Program. As the primary customer service representative in the residence halls, the DA’s role is critical to the success of each summer program and the overall guest experience. The DA will model strong teamwork characteristics, such as responsibility, a positive attitude, flexibility, efficiency, and excellent communications skills.

Job Details
Job Type: Temporary, non-benefitted
Hours: 20-40 hours per week
Compensation: $10.00* per hour and optional discounted housing**

* $10.25 for those with previous CES summer conference experience
** If choosing to live on campus, 4 hours per week will be deducted from the DA’s paycheck to cover housing.

Availability
Must be available to work from June 6-August 7, 2016. MANDATORY training for all DAs will take place on June 6, 2016. Applicants with major conflicts, such as long vacations or trips of more than four (4) consecutive days during the applicable work period will not be considered.

Requirements & Qualifications
• Must meet the availability requirements specified above and be able to maintain a flexible schedule; this position involves weekend, holiday and overnight hours.
• Must be willing and able to work BOTH overnight and day shifts as needed.
• Basic Microsoft Office and computer skills.
• Ability to troubleshoot and work in fast paced environment; must have excellent customer service, communication, and interpersonal skills.
• Must be detail-oriented, organized, and a team player.
• Summer conference and/or housing experience preferred; familiarity with DU residence halls is a plus.

Duties & Responsibilities
• Work front desk shifts at the residence halls and provide high quality customer service to DU guests during the summer season.
• As the primary resource for residential guests, duties may include (but are not limited to) troubleshooting guest issues, answering phone calls and questions, providing directions, knowing emergency procedures, check-ins, check-outs, and lockouts.
• Clerical duties include (but are not limited to) creating check-in and check-out materials, processing work order requests, keeping track of mail, and handling cash for parking permit sales.
• Responsible for supporting CES in creating a safe residential environment at all times.
• As representatives of DU, DAs must follow a dress code and maintain professionalism at all times.
• Attend staff meetings and complete additional duties as assigned by CES.
• Communicate regularly with CES summer and professional staff members to address residential guest issues and concerns.

Application Process
Due Date:  Friday, March 25, 2016 at 12:00 PM (noon)*

How to Apply:  Online: Email your completed application AND resume to Maria.J.Mata@du.edu.

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In Person: Drop off your completed application AND resume at the CES office, located in Centennial Towers at 1745 S. High St., Denver CO 80210. Office hours are Monday-Friday 9:00 am – 4:30 pm.

*Applications will not be accepted beyond the deadline. Candidates are encouraged to apply early. CES will contact all applicants for interviews via email. Please check your email regularly and respond promptly; not responding may result in a missed opportunity to interview and/or not being considered for the position(s) you applied for.

General Decision Outline (Subject to Change)
March 25  Application deadline
March 28-29  RHM and Operations Crew interviews
April 4-8  DA interviews
April 11-15  Written offers sent via email
April 18-May 6  Background checks, housing applications, etc.