

# **Carnege Mellon University**

## Conference & Event Services

### **Summer Program Assistant**

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#### **Job Description:**

The department of Conference & Event Services (CES) is seeking qualified students to assist the professional staff in the daily operations for summer camps and conferences. We provide students an opportunity to enhance their academic learning experience in a professional work environment by learning the operational aspects of our department while broadening communication, social, listening and writing skills. The Summer Program Assistants (SPAs) will deliver superior customer service to our clients and guests by providing assistance with logistical, planning, operational and check-in services. In addition, the SPAs will be placed on a mandatory rotating on-call schedule (including evenings, weekends and holidays) to support the 24-hour daily operation of the Conference & Event Services Summer Housing Guest Services Office, located on the first floor of Stever House. SPAs are required to live in Stever House as a condition of employment to support the on-call duties; therefore, CES will provide your campus housing at no cost.

#### **Job Responsibilities:**

SPAs will be fully trained and expected to carry out duties that will include but are not limited to:

- Act as an ambassador to summer program guests for the university and CES while providing excellent and consistent customer service
- Maintain accurate participant records and documentation of client interactions
- Make housing room assignments and record them in StarRez (room assignment software)
- Encode and test housing access cards
- Create and post signage and other printed pieces as needed
- Assist with pre and on-site event tasks when needed
- Serve as an on-call resource to the CES Guest Services Specialists at the Summer Housing Guest Services Office, assist conference guests with check-ins, check-outs, after-hours maintenance emergencies and other needs
- Responsible for accepting and recording financial transactions
- Assist with Pre-College student move-in and move-out (including preparations for move-in and check-in day) and other on-site check-ins
- General office and clerical duties including: answering phones, responding to emails, producing & updating forms, office inventory, filing, etc.
- Make frequent deliveries to various locations across campus
- Communicate summer program information to the Guest Services Specialist (GSS) team
- Engage and collaborate with various campus partners
- Attend meetings with CES professional staff when needed
- Other duties as assigned

#### **Desired Job Qualifications:**

- Strong commitment to customer service; previous experience preferred
- High level of organizational skills and detail oriented
- Professional demeanor and appearance at all times
- Strong oral and written communication skills
- Enthusiastic to complete all tasks

- Knowledge of the Carnegie Mellon University campus and the surrounding areas
- Self-motivated, self-confident, dependable and resourceful
- Adaptable and able to problem-solve independently
- Able to work effectively as a supportive team member and with a diverse array of groups, including international guests

**Requirements:**

- Must be a Carnegie Mellon University student
- Must be in good disciplinary standing with the university
- Must be available 20-30 hours per week to include evenings, weekends, and holidays
- Must successfully pass ACT 153 clearances (comprehensive criminal and child abuse background check)
- May not take summer classes in **Session I**
- May take no more than one (1) summer class in **Session II**
- Must be available to work all mandatory work dates during the summer season
- Attend all training sessions

**Employment Term:**

The position will begin approximately May 22, 2023 and will conclude no later than August 12, 2023.

**Compensation:**

SPAs will be compensated at the hourly rate of \$11.50.

**Other:**

The work schedule will be dependent upon the demand of the summer programs. It is understood that these demands cannot be easily translated into specific hours worked per day/week. Weekend, evening and holiday hours will be required. May be required to work additional hours in order to accommodate larger group needs. The typical office hours for SPAs are:

- Monday – Friday: 4-6 hour shifts between the hours of 9:00AM – 8:30PM
- Saturday – Sunday: 4 hour shifts between the hours of 1:00PM – 8:30PM

Summer Program Assistants will work approximately 20-30 hours per week with a mandatory rotating on-call schedule.

Applicants must be able to lift 25 lbs. and able to use a dolly to deliver various items to conference rooms as well as campus housing.

**Please Note:** A child abuse background check will be required prior to beginning the position, due to university policy and underage groups on campus in the summer.

***Please direct any questions about the position to Chelsea Skinner ([cskinner@andrew.cmu.edu](mailto:cskinner@andrew.cmu.edu)).***

Priority consideration will be given for applications received by **Friday, March 3, 2022.**

**[CLICK HERE TO APPLY](#)**