

Villanova University
Office of Conference Services
610-519-7895

**Summer 2020
Conference Assistant Job Description**

During the summer months, the Office of Conference Services (OCS) employs Conference Assistants (CAs) to work with operations and reservations functions for conference, camp and guest groups using Villanova's meeting, dining, housing, catering, and recreation facilities. CAs will prepare, set up and maintain housing and meeting accommodations for these guest groups and provide registration services.

CAs will work with a wide range of guest groups, and other campus service associates, whose combined efforts will reflect our hospitality, Villanova-style.

CAs should expect to regularly commit between 20-40 hours per week of scheduled hours. **Hours of operation are from 8:00 AM to 9:00 PM daily, seven days a week with several shifts each day, primarily 8-5 and 12-9.** Staff hours will be scheduled within these hours of operation and will vary weekly according to the needs of the department. Conference Services activity will mirror a round-the-clock hotel/conference center mode of operation. Any staff member may be called to work outside of their already scheduled hours, in response to guest emergencies or during peak occupancy periods of need.

Staff must be available to work from May 18 through August 5, 2020. Staff must participate in training/orientation designed for this position in May. Dates to be determined.

We are looking for candidates who have a solid work ethic, can perform manual labor, have hospitality industry/customer service skills and experience, and a demonstrated ability to interact/work well with others. Staff should have excellent verbal and interpersonal skills and a strong commitment to customer service. Tasks and responsibilities of a CA will include the following: meeting and guest room set-ups and break-downs (table/chair/AV set-up, bed making and stripping, room inspections etc.), dorm room walk-throughs, registration and check-out staffing, knowledge of all OCS services and activities to act as a resource for guests, administrative support and rotating nightly duty.

All employees of Conference Services must:

- be able to carry/push/pull 35-50 pounds.
- have a valid driver's license (USA only)
- be able to drive a box truck (no special license required), training provided.

Compensation will include wages of \$12.00 an hour. In addition, summer housing and a meal plan will be provided in return for mandatory participation in a shared, On-Duty rotation of staff who are assigned from 9:00 pm to 7:00 am every night. For staff not interested in the housing benefit, Conference Assistants may request to live off campus. Staff choosing to live off campus must participate in the nightly On-Duty rotation and must live on campus during their scheduled nights of Duty. Each staff member will have an average of 8-10 varied nights of Duty throughout their summer employment.

****NOTE: Meal plans will have a delayed start due to the break between spring and summer semesters. Other arrangements will be made for the majority of meals until meal plans begin for summer.***

Once an application is received, a decision will be made whether to offer an interview. After evaluation of the interview and contacting references, job offers will be made to qualified candidates.

All offers of employment are based upon successful completion of background screening checks.

To apply, go to www.conferenceservices.villanova.edu and click on Employment Opportunities. Application period: February 10 to March 27, 2020.

If you have any questions regarding our operation or the selection process, please email suzanne.earnest@villanova.edu or call 610-519-7895.