CONFERENCEx & GUEST SERVICES
SENIOR STUDENT COORDINATOR POSITION DESCRIPTION

The Conference & Guest Services Office (CGSO) is a unique office, in that it is a very busy office, primarily in the Spring and Summer months, with a high volume of phone calls during these times. As part of the Housing Assignments Office (HAO), the two offices sometimes work closely together on projects and publications. The CGSO has only one permanent associate staff member in the office, the Administrative Assistant (supervisor), so student employees are crucial to keeping the CGSO functioning.

LEARNING outcomes:
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Communication
  - Demonstrate appropriate professional communication skills within the workplace
- Professionalism
  - Demonstrate appropriate professional behavior
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs

MAJOR/essential duties of the position:
- Acts as the receptionist for in-coming traffic to the CGSO. Must be knowledgeable of A&M and other services provided and University procedures
  - Directs individuals to the proper areas of campus or staff
  - Answers a multitude of questions
  - Notifies staff of appointments and visitor arrivals
- Answers all phone calls to the CGSO
  - Directs calls to proper staff
  - Fields and answers a wide variety of questions, not only relating to conference and guest housing, but other areas of the University. If necessary forwards the call to a correct office location for further assistance.
  - Communicates effectively with supervisor; keeps supervisor informed and uses good judgment on when to defer questions, complaints, and issues
  - Develops expertise in job tasks and is able to perform them without direct supervision
  - Promotes an atmosphere of mutual respect and cooperation to foster a climate for the comfortable expression of ideas.
- Assists in the management of the conference services computer database, containing housing set-up requests by a variety of university department advisors, for various summer groups being housed.
  - Makes sure conference information for each conference is complete and accurate in conference database.
  - Informs Residence Life staff of any last minute changes.
- Assigns or re-assigns conference guest(s) base on changing and dynamic room reservations and occupancy issues
- Coordinates meetings and appointments with conference and camp sponsors.
- Manages the general conference housing files
- Assists in and maintains office supply inventories.
- Produces letters, posters and fliers.
- Sends Conference/Camp contracts and disseminates incoming email to the appropriate areas or individuals.
- Distributes mail to the appropriate area or individual.
- Is willing to handle any task deemed necessary by CGSO staff (shredding paper, making copies, faxing, etc.)
- Acts as the senior student staff member and assists coordinating the effort of up to 5 other student employees.
  - Schedules and manages the time effort of all Conference & Guest Services Student Assistants.
  - Coordinates work schedule shift swaps between Conference & Guest Services Student Assistants.

OCCASIONAL duties:
- Assists with special projects and mailings. (Typing, setting up files, etc.)
- Learns how to drive the golf cart and run errands and deliver special materials to university offices and other campus areas.

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College Station, TX 77843-1253

Tel. 979.845.1279  Fax 979.862.3122
Email: conference-services@reslife.tamu.edu | Website: reslife.tamu.edu/tour/
Physical requirements:
- Willing to work up to 20 hours per week during the school year, and up to 28 hours per week during the summer months, and occasionally on weekends.
- Be able to stand, walk and sit, lift boxes, and carry items up to 50 lbs.

Work Experience:
- Must have good communication skills.
- Must be highly skilled in Microsoft Office Applications (Word, Excel, Outlook, and Publisher).
- Previous experience operating large, complex databases (preferably Conference Programmer, StarRez, or similar databases).
- Prefer, but not required, 1 year office experience, meeting and dealing with the public.
  - Living on campus or having lived on campus is a plus.
  - We try to employ some staff that is familiar with the residence halls and summer conferences, as they bring valuable knowledge and experience in working with students and have experience with the various forms and procedures in the residence halls.
  - Personable, enthusiastic, positive attitude, strong people skills.

Accountability Policy:
You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

Notes:
The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee’s performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

Warning:
A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

Reprimand:
A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

Probation:
A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific
inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3\textsuperscript{rd} time being late to a shift or leaving early without the approval of the supervisor, your 3\textsuperscript{rd} time having a visitor at the desk without approval, your 2\textsuperscript{nd} missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

**TERMINATION**

Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4\textsuperscript{th} time being late to a shift or leaving early without the approval of the supervisor, your 3\textsuperscript{rd} missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

I understand my duties and responsibilities as a Senior CGSO Student Coordinator.

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Student employees are cross-trained in all aspects of the CGSO work requirements (forms, inventories, data bases etc.) because of the variety of schedules each employee will have.

*Last updated on August 17, 2018*