

Conference Managers (CM)

Description of General Responsibilities

This position entails a wide variety of responsibilities. Conference Managers will have the following general responsibilities:

- Manage assigned conferences and complete tasks by specified deadlines such as: determining room assignments and services, confirming dining/catering arrangements, being on-site and arranging staff for check-in/out, bill preparation, writing a post-conference summary, etc. Communicate with conference sponsors, conference and facilities staff, GSU dining managers, and catering facilities.
- Assist in the recruitment and selection of Summer Conference Assistants by assisting with publicity for the positions, preparing selection materials, and interviewing candidates during the spring semester. There will be approximately 15-25 CAs working up to 25 hours per week in the summer.
- Train and supervise CAs. Maintain Summer Conference Staff (SCS) development and training throughout the summer.
- Implement policies and procedures to ensure appropriate work standards by CAs who are doing check-ins, check-outs, staffing conference desks, performing live-in (overnight) assignments in youth areas, handling money, and other duties.
- Rotate being on-duty with other CMs. Duty coverage will be scheduled for a one-week period. The CM-on-duty would be accessible via a department cell phone at all times to assist CAs in handling difficult situations and to serve as a contact person for full-time University Housing staff in the event of emergencies involving conference groups.
- Assist Hall Directors (HDs) in responding to emergency situations in any conference housing area, acting as a resource related to conference operations.
- Be an active, informative, and supportive team member in weekly staff meetings.
- CMs must provide professional, courteous, and efficient service to conference sponsors, guests and fellow staff.
- Due to frequent changes in schedules, CMs must be flexible with their schedule and are therefore not able to have other jobs, internships, or summer classes.
- Must be able to work AM and PM shifts, weekends, and holidays.
- Should have intermediate computer skills.
- Must be able to stand for up to 6 hours at a time as well as push, pull, lift, and carry up to 50 pounds.
- Properly care for, transport, set-up and store all catering equipment/supplies and food.
- Other duties as assigned.

Expectations

- CMs are representatives of Georgia State University and Conference Services and will be expected to become knowledgeable about conference operations, policies, and contracts.
- CMs are expected to be a knowledgeable resource concerning services available within University Housing, on Georgia State campus, and within the Atlanta community.
- CMs will be expected to communicate important events and changes in conference operations in a timely manner to fellow SCS and appropriate dining/catering, facilities, and other University Housing staff.
- CMs must fully participate in staff training programs and meetings.
- CMs will be expected to assist in special projects and other duties as assigned.

Eligibility, Report Dates, Hours, and Other Information

At time of application (fall semester), you must be a registered student with second semester junior status or higher at Georgia State. You must have at least a 3.0 cumulative GPA to apply and your Georgia State judicial record will be considered. You

must also be a registered fulltime student during the spring semester. Your spring semester schedule must allow for enough consecutive blocks of time to allow for 9-12 hours of work per week between 9:00 am - 5:00 pm Monday through Friday. You will be required to work up to 29 hours per week during the summer. If you are hired, you will be asked to authorize permission for appropriate background checks.

Remuneration

Conference Manager compensation is \$10.00 per hour. Salary is paid by direct deposit twice a month, one week after the payroll period has ended. Since you are not enrolled in classes during the summer, you will be subject to all federal and state taxes, including FICA.

CMs are required to live on campus during the summer and will be provided accommodations. You must live in this room to be available for on-call duties and other responsibilities. Parking is not a part of your remuneration, however it is available at a discounted rate and must be paid in full by June 1.

Staff currently in University Housing for the spring semester will be able to remain in their room until they are able to move into their designated summer room assignment. If you have a signed University Housing contract to begin in the following fall semester you will also have housing between the end of the summer conference season and your fall move-around date, otherwise we will arrange a date following the end of the conference season to vacate your summer assignment.

Please retain this job description for your records. Return the application with your answers to University Housing, Attn: Conference Services, at 75 Piedmont Avenue NE, Suite 110, Atlanta, GA 30303 by 5:00pm on the Friday before Thanksgiving break.