

UNIVERSITY of
NORTHERN COLORADO



Conference Services

**FRONT DESK ASSISTANT
POSITION DESCRIPTION
SUMMER 2010**

The Conference Services Office contributes to the educational mission of the University of Northern Colorado by providing support and opportunities for participation by on-campus and off-campus patrons in educational, cultural, and recreational experiences. The Conference Services Office supports the University through revenue generation and promotes recruitment through positive experiences for customers while utilizing campus services and resources.

The Front Desk Assistant (DA) is a student position requiring up to 40 hours per week. The DA is an integral member of the Conference Services staff and supports the mission by facilitating and managing the following areas of the Summer Conference program:

Customer Relations

- Provide excellent customer service to attendees and guests through effective communication and follow-through
- Serve as desk receptionist, including answering phones, collecting reservations, processing payment information, answering questions, and meeting the needs of the customer
- Be knowledgeable of campus resources including academic and administrative facilities and general information of the Greeley area
- Create an environment where all guests feel welcomed, regardless of race, religion, ability, gender or sexual orientation
- Uphold and support all University and Conference Services policies
- Communicate regularly with the Hall Director regarding any camp or facility concerns
- Assist in the monitoring of the safety and security of Residence Halls

Administrative Support

- Maintain a high attention to detail, timeliness, and accurate record keeping in areas of key management, point of sale receipts, and communication
- General skill and proficiency with desktop computer
- Ability to learn computer technology quickly
- Maintain confidentiality of information at all times
- Attend and participate in scheduled staff meetings and trainings
- Develop and maintain working relationships with all campus personnel
- Develop and maintain an effective working relationship with your supervisor for the purpose of supporting and communicating important aspects about the DA position
- Front Desk Assistants must display professional behavior and commitment to the Department and the University
- Other duties as assigned

Professionalism

- Maintain an effective working relationship with supervisor and co-workers
- Demonstrate good written communication skills in reports, correspondence, etc.
- Demonstrate good oral communication and listening skills
- Demonstrate quality decision making and evaluative skills
- Serve as a role model for University guests and staff in areas of ethical decision making and mature choices
- Project a positive attitude toward the position, department, and institution

Conditions of Employment

- Flexible schedule that will **frequently include night and weekend hours**. Schedule could be adjustable from week to week depending on the needs of the conferences.
- Must be available for position beginning May 26 – August 16, 2010.
- Conference Services staff are expected to uphold, enforce and live by campus policies. Conference staff found violating policies outlined in the Conference Services Handbook, Student Rights and Responsibilities, and/or laws within the State of Colorado may be terminated.

Compensation

- Hourly Position - \$7.25/hour

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