

Villanova University
Office of Conference Services
610-519-7895

Summer 2024
Conference Services 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 to prepare for, set up, and aid conference, camp, and guest groups using Villanova's meeting, dining, housing, catering, and recreation facilities.

OVERVIEW

1. Conduct breakdowns of apartments and dorms, meeting spaces, lounge spaces, and recreation spaces in accordance with Conference Services standards, by collecting bed linens, blankets, towels, lined trash cans, assorted room toiletries (soap, shampoo/conditioner, toilet paper), tables, chairs, supplies, and other materials.
2. Prepare guest housing accommodations to assure Conference Services standards by distributing bed linens, blankets, towels, lined trash cans, and assorted room toiletries (soap, shampoo/conditioner, toilet paper).
3. Prepare rooms between guest groups to include linen exchange, checking room inventory, etc.
4. Assist in the management of the check-in and check-out processes according to prescribed procedures from different locations on campus.
5. Conduct pre-check-in room inspections and do a building walk-through with camp/meeting planners.
6. Make beds with provided linen prior to check-in (for the groups paying for this service).
7. Prepare for guest registrations and scheduled group meetings by delivering tables, chairs, supplies, and materials and setting up rooms.
8. Prepare meeting spaces, lounge spaces, or recreation spaces to assure Conference Services standards and meet group specifications and set-up requirements.
9. Participate in pre-/post-season apartment and dorm room assessments and complete all necessary forms.
10. Communicate regularly with guests. Solicit information from guests about problems. Follow up with resolutions to the problems and/or refer guests to the appropriate department if further follow-up is necessary.
11. Staff fitness center during given hours and conduct the appropriate closing procedure.

SERVICE DESK RESPONSIBILITIES

12. Staff the Conference Service Desk on a scheduled basis, answer the telephone, and assist guests according to need (provide campus and local information, assist with lock-outs, process maintenance requests, prepare and process walk-through and assessment sheets, lost & found, and perform all clerical tasks).
13. Prepare registration materials (including room assignments, wildcards, keys, etc.) in advance of group arrivals and staff scheduled registration activity, as well as after-hours registration as assigned.
14. Data entry and reporting as assigned by Administrative Staff.
15. Track and sort returned Residence Hall keys as assigned; ensure that all keys are accounted for at all times.

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 the successful completion of background screening checks.

To apply, go to <https://jobs.villanova.edu/>, click on 'Student Positions', and search 'Conference Services' in the keywords box.

If you have any questions regarding our operation or the selection process, please call 610-519-7895.