



Conference Assistant

Employment Period: March - August

Conference & Event Services, Colorado State University

The Colorado State University Conference & Event Services (CES) offers CSU students an opportunity to enhance their academic learning experience in real work environments by learning how to plan and organize conferences and events at one of the leading university conference operations in the country. CSU Conference & Event Services is One-Stop Shop certified through the Association of Collegiate Conferences and Events Directors-International (ACCED-I) and provides all clients with one contract, one contact and one bill for their conference/event held on campus. CES serves as the main contact and coordinates all on-campus needs and services for each group by working with various departments across campus.

Under the supervision of the Assistant Director for CES, the Conference Assistant will serve in a position that delivers superior customer service for conferences and events by directly providing logistical and planning support for on-campus programs. Students accepted in this position are part of the professional conference services team working with various campus partners, conference and event clients, and other CES professional staff on a daily basis to provide services for conference and event groups of all sizes. They will also work directly with a professional conference & event manager to assist with larger, more complex conferences.

Job Responsibilities & Duties:

- Evaluate requirements for each conference group and identify, locate and schedule appropriate facilities and other necessary resources while following CSU policies and procedures
- Coordinate housing arrangements, meals, meeting space and other services for conference groups
- Prepare budgets, contracts and closing financial statements
- Communicate conference/event information to the Guest Services Team and other campus partners
- Provide on-site logistics management and assistance
- Delivery, set-up and pick-up of audio/visual and other equipment
- Emergency set-up and/or clean-up of meeting space
- Assist with on-site registration services
- Act as an ambassador to conference/event guests for the University and CES
- Occasional CES office front desk customer service and coverage
- Provide on-call assistance and potential overtime hours in order to accommodate larger groups
- Will be assigned to a professional CES conference & event manager and will assist with projects/tasks related to larger, more complex conferences and events
- Other duties as assigned

Desired Qualifications

- One (1) year of experience in a customer service position and/or planning events
- Strong commitment to customer service
- Interest in event planning, hospitality, tourism industry
- Strong organizational skills, ability to manage multiple tasks, and successfully meet deadlines
- Ability to effectively problem-solve
- Self-motivated, self-confident, and resourceful
- Strong oral and written communication skills
- Flexible and willing to handle a wide variety of tasks in a detail-oriented fashion
- Professionalism expressed in actions and appearance at all times
- Knowledge of the Colorado State University campus and the surrounding Fort Collins area
- Ability to work with a diverse group of local, state, and national group attendees and campus guests

Requirements

- Must be in good disciplinary standing with the University
- Able to work as a supportive team member with other student employees and professional staff
- Must be available 30-40 hours per week to include evenings, weekends, and holidays starting mid-May through mid-August; serve in an on-call capacity at various designated times
- Must forego any summer classes or second job during contracted employment period (May-August)
- Must have a valid driver's license
- Must successfully pass a background check a department of motor vehicle screening

The position begins on Monday, February 27, 2017 with an estimated 10 hours per week through mid-May, including (3) three mandatory spring training dates in April. Hours will increase mid-May through mid-August; 35-40 hours week with 20 guaranteed until August 18th, 2017. Hours will flex from week to week based on conference and event needs. Weekend and evening hours are required during the summer conference and event season. Commitment to an "on-call schedule" for the summer is a requirement of this position. This position will end mid-August, 2017, though the exact date is to be determined and may be extended based on need.

Past CES Conference Assistants have received jobs with Brown Palace, Marriott International, CSU University Center for the Arts, Penguin Random House Publishing, Hilton Fort Collins, FLEXX Productions, and more.

Compensation

Conference Assistants will earn \$10.24 per hour. Various professional development opportunities will be available throughout the duration of employment. A letter of reference and event industry contacts will be available following the summer conference and event season (based on completion of employment and performance).

****This position may be eligible for internship course credit. Please confirm with your advisor.***

How to Apply

Applications will be accepted until 5 pm on Friday, January 27, 2017. Visit the CSU Conference and Event Services website: www.conferences.colostate.edu - "Our Team" – Student Employment – Conference Assistant. Complete "Apply Now" section. You **must** also send a current resume and list of (3) references to accompany your application to Lauren Ankarlo: Lauren.Ankarlo@colostate.edu for full consideration.

Educational and Work Experience Benefits of the CES Conference Assistant

This position offers customer service experience that is applicable to the hospitality or event industries. Additionally, the CES Conference Assistant learns the "nuts and bolts" of conference planning and coordination including communication, team work, registration, logistics management, customer service and financial management. The Conference Assistant experience will provide the following learning outcomes; customer service, full-scale event logistics and collaboration across campus.

Equal Opportunity Employer

Colorado State University does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression. Colorado State University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action. The Office of Equal Opportunity is located in 101 Student Services.

Colorado State University is committed to providing a safe and productive learning and living community. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search and motor vehicle history.