CONFERENCE & EVENT SERVICES
COLORADO STATE UNIVERSITY

Event Assistant (Durrell Desk)

Conference & Event Services - Colorado State University

Employment Period: August 1, 2025 – May 15, 2026
Number of Vacancies: 4
Handshake #: 9809923

Colorado State University Conference & Event Services (CES) offers students an opportunity to provide leadership, customer service and administrative support for one of the leading housing and dining operations in the country.

The Event Assistant role is designed for students interested in hospitality, event planning, and customer service. Under the supervision of the Event Assistant Manager, the primary responsibility of the Event Assistant is to provide quality customer service to students, staff, families, campus partners, guests, and all those utilizing the Durrell Center. Additionally, staff members strive to meet the needs of conference guests by preparing meeting spaces and checking out items available to students and guests of the university.

Job Responsibilities & Duties

Customer Service

- Work scheduled desk shifts and find a replacement team member for any shifts they are unable to work.
- Deliver high-quality customer service to exceed expectations of those who interact with our desk. This includes answering questions, resolving complaints and issues, referring students to appropriate staff and resources, and other tasks as needed.
- Answer office phone, adhering to Conference & Event Services phone etiquette standards.
- Serve as a welcome ambassador for the university and its guests.

Staff and Administrative Functions

- Attend required training activities during August, January, and throughout the academic year.
- Assist with administrative duties as assigned by the Guest Services Manager and other CES staff.
- Respond to and follow up on building emergencies/procedures, policy violations, and know appropriate staff and resources to contact.
- Actively support other team members and work collaboratively as a team.
- Support and adhere to University and Housing & Dining Services policies, regulations, and procedures.
- Communicate regularly with Durrell Center staff to ensure daily tasks and operations are completed effectively and efficiently.
- Complete paperwork thoroughly and in a timely manner.
- Inform supervisor of desk and facility issues and submit online work orders as needed.
- Conduct and maintain regular inventory of desk supplies and room equipment through regular audits.
- Support and participate in community development initiatives.

Meeting Space Preparation

- Ensure all event spaces are set up and arranged according to event specifications. This includes setting up staging, tables, chairs, draping, and basic audio-visual equipment.
- Return all equipment to its proper locations for storage and cleaning.
- Ensure conference rooms are clean, neat, and presentable.
- Ensure all AV equipment is in proper working order.
- Teach basic use of in-room A/V equipment.

Required Qualifications

- Maintain a semester and cumulative GPA of 2.0 and a status of "good standing" at Colorado State University.
- No current or pending disciplinary incidents (prior incidents are not a disqualification, but all prior cases must be closed by time of hire).
- Enrolled as a CSU student actively working towards degree completion
- Strong computer skills, including Microsoft Office Suite programs.
- Demonstrated ability to work independently, collaboratively, and proactively.
- Demonstrated ability to solve problems.
- Excellent verbal and written communication skills.
- Demonstrated organizational and time management skills.
- Ability to lift at least 50 lbs. and stand for long periods.

Preferred Qualifications

- Strong oral and written communication skills.
- Knowledge and awareness of resources on the CSU campus and within the Fort Collins community.
- Demonstrated interest in customer service with previous experience in a customer service position.
- Ability to work independently with little supervision, handling multiple deadlines and projects.
- Highly flexible and willing to handle a wide variety of tasks in a detail-oriented fashion.
- High level of maturity and professional conduct in both actions and appearance while working with university staff, conferees, residents, visitors, guests, peer employees, and vendors.
- Skill in keeping records in a neat, legible, and orderly fashion

Compensation

- $15.50 per hour
- Staff members earn 1 hour of sick leave for every 30 hours worked, up to 48 hours total across campus.

Total hours worked are not to exceed 40 hours over a two-week pay period during the academic year. Time-off requests are subject to manager approval and based on conference needs and staff availability. Due to the nature of the work, some early mornings, evenings, and weekend shifts will be required.

Background Check Policy

Colorado State University may conduct background checks on all final candidates.

Benefit Information

Employee Benefit information can be found on HR's Website: https://hr.colostate.edu/current-employees/benefits/

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.