



## Description of Responsibilities and Expectations for Office Conference Assistant 2023

The Office Conference Assistant position is a temporary summer position that is a fusion of many different types of work. Main priorities will include general office functions, while occasionally working with CA team, having 24-hour on-call shifts, and whatever else might be required of you by a given situation in the course of the job. **Please be mindful that while this is primarily a Monday-Friday 9am-5pm office job, you will at times be asked to partake in intense physical labor and scheduled for other shifts.** All Conference Assistants are the front line ambassadors who welcome our guests to campus. Their chief function is to aid our guests and create a safe and enjoyable stay. We strive to meet/exceed the guest's expectations. Often times, you will be the first and last impression a group will have of their time at Eastern. You are our representatives of Eastern Universities' Hospitality Ministry. *This is a seasonal position and does not include any benefits.*

### I. Position Summary:

The Conference Season is roughly divided into three parts:

- i. Commencement & Pre-Season – This is a week and a half period before guests start arriving; this time is used to prepare the campus for conference use, including campus walk through, moving furniture, setting linens, etc. A tentative schedule is below:
  - Friday, May 5, 2023: Meet and Greet with the full team and Commencement Prep
  - Saturday, May 6, 2023, Facilitate Commencement
  - Monday, May 8- Wednesday 17, 2023: Training, preparing the campus to welcome guests to campus, and managing field clients
- ii. Conference Season – This is the duration of the summer, beginning May 17, 2023 and ending the first week of August 2023, when guests are on campus. We are open Sunday – Sunday 24/7, including holidays. During this time, we meet the clients' daily needs, and help make their stay as pleasant as possible. We will also be assisting the University in preparing for next semester. This will entail but not limited to assisting other departments in coordinating projects and lending helping hands.
- iii. Post-Season – This will begin the week of August 1, 2023 and continue through August 15, 2023. This is the time when we prepare the campus to welcome students return for the fall semester. This includes storing all summer supplies, taking down instructional signs, moving furniture, damage checks, final work orders, and supporting Plant Operations.

### II. Responsibilities Include:

1. Answering phones
2. Taking messages and transferring calls
3. Coping, Scanning, Mailing & General Data Entry
4. Processing Financial paperwork for the department
5. Campus Errands
6. Occasional 24 hour On-Call Shift
7. Assisting in managing M-Fuge (one of our large clients) pre & post check-in details
8. Helping with Conference functions when needed
9. Helping the University prepare the Fall semester
10. Researching proposed projects
11. Directing those who inquire about how to request a space
12. Working with Astra (scheduling program)
13. Assisting with Pool Pass paperwork
14. Working Spring Commencements
15. Assisting in organizing Convocation
16. Expressing to clients internal and external, as well as to the community, the Hospitality Ministry that is Conference Services and Special Events

### III. Qualities Include:

1. A servant-leader committed to the mission of Eastern University and the department.
2. Seeking experience in business, communications, and customer relations.
3. To be a problem solver with a positive attitude.
4. To be organized, attentive to detail with strong follow-through.
5. To be experienced in Microsoft Office, Google apps, and knowledgeable of the Internet.
6. To be proactive with duties, and seeks out opportunities to contribute to the team and the responsibilities of the department.
7. Currently live on campus, and have intention of living on campus in the Fall is preferred but not required
8. Ability to work with others, follow directions and work well under stress
9. Ability to lift 25lbs and climb a ladder
10. Understands that while this is a predominately an office position , physical labor will be part of the responsibility

### IV. Job Incentives Include:

1. A dynamic team atmosphere
2. On Campus Housing
3. Full meal plan in the dining commons
4. Hourly pay with opportunities for overtime
5. Rewarding personal and professional growth experiences

## OFFICE CONFERENCE ASSISTANT (OCA) APPLICATION FOR EMPLOYMENT

If you need help filling out this Application for Employment, please contact Conference Services. Eastern University will undertake reasonable efforts to accommodate your needs promptly. Eastern University is an equal opportunity employer. Eastern University does not discriminate on the basis of race, creed, color, national origin, sex, age, disability, handicap, marital status, or any other applicable legally protected category. No questions on this Application are intended to secure information to be used for any discrimination prohibited by applicable law.

### PLEASE PRINT OR TYPE

Name (Last, First, MI)	Student ID Number
Home Address –Street	Cell Phone
City/ State/ Zip	E-Mail
Do you currently live on campus?	Employment Dates Satisfactory? Y / N
Do you plan on living on campus in the Fall?	What is your class year?
If hired, can you produce evidence of your US citizenship or proof that you are eligible to work in the US? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Are you willing to work SATURDAYS, SUNDAYS and HOLIDAYS?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Are you willing to work OVERTIME?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Are you willing to be ON-CALL and work nights and/or emergencies?	<input type="checkbox"/> YES <input type="checkbox"/> NO
What other positions have you held at Eastern University?	
Do you have a driver's license?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Do you have an Eastern University van driver's license?	<input type="checkbox"/> YES <input type="checkbox"/> NO

### EDUCATION

School Type	Name of Institution	Course of Study	No. of Years	Degree/Diploma?
HIGH SCHOOL				
COLLEGE				
OTHER				

### PREVIOUS EMPLOYMENT RECORD

Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Company Name	City and State
Telephone Number	Start Date:
Reason for Leaving	End Date:
Are you currently employed? <input type="checkbox"/> YES <input type="checkbox"/> NO	May we call your present employer? <input type="checkbox"/> YES <input type="checkbox"/> NO

### REFERENCES

Please include at least one Eastern University Faculty/Staff member

Name of Reference	Relationship
Title	Company
Phone Number	Email Address
Name of Reference	Relationship
Title	Company
Phone Number	Email Address
Name of Reference	Relationship
Title	Company
Phone Number	Email Address

### SHORT ANSWER QUESTIONS

Please submit an additional sheet of concise **typed** responses to the following questions.

1. Please describe a time you worked in an office setting, and your general office skills.
2. In what ways can you use your strengths to perform Office Conference Assistant position?
3. What does the phrase "hospitality ministry" mean to you?
4. Why do you want to work for the Conferences department this summer?
5. Please list the days and times that are most convenient for you to have an interview. (M-F, 9am-5:30pm)

**STATEMENT**

I understand that the use, possession, distribution, purchase or sale of illegal drugs and the illegal use of drugs is prohibited during employment by Eastern University. I also understand that the use of alcohol or being under the influence of alcohol/drugs while at work is also prohibited.

I certify that the facts contained in this application are true. I understand that no representative of Eastern University other than Conference Services, has any authority to make any agreement with me for any specified period of time or to guarantee some job-related term or benefit. I understand that this entire statement (both paragraphs) applies to the period before and after I may become employed. I acknowledge that I have read and understand each of the above two paragraphs (including this paragraph) as well as the entire Application form.

DATE: \_\_\_\_\_ APPLICANTS NAME: (print) \_\_\_\_\_

APPLICANTS SIGNATURE: \_\_\_\_\_

---

RELEASE AND AUTHORITY TO CHECK APPLICANTS CREDENTIALS

I authorize Eastern University to perform all checks of my credentials and background as allowed by law, including, but not limited to, discussions with present and/or former supervisors, co-workers, friends, business associations, Student Development, and/or other individuals that Eastern University, in its sole discretion, believes may have relevant information regarding my suitability for employment.

I also authorize such other investigation as Eastern University and/or its agents and consumer reporting bureaus to verify any of this information. I authorize all former employers, persons, schools, companies, and law enforcement authorities to release any information concerning my background, and I release all said persons, schools, companies, employers and law enforcement authorities from all liability for any damage whatsoever for issuing this information.

DATE: \_\_\_\_\_ APPLICANTS NAME: (print) \_\_\_\_\_

APPLICANTS SIGNATURE: \_\_\_\_\_



**E A S T E R N**  
**U N I V E R S I T Y**  
*Conferences*

(610) 341-5999

Thank you for applying, we look forward to meeting you.

**\*\*Please return to the Conference Office either in person or via campus mail. The Conference Office is the stone building located at the entrance of the Gym parking lot.\*\***

**We will be scheduling interviews as we receive applications. Final due date for application is:**  
**April 7, 2023**

For questions, please contact Efram Harkins at (610) 341-5999 or Wharkins@eastern.edu.