Description of Responsibilities and Expectations for Conference Assistant 2015

The Conference Assistant position is a temporary summer position that is a fusion of many different types of work. You can be expected to act as front desk attendant, resident assistant, housekeeper, moving crew, security officer, office assistant and whatever else might be required of you by a given situation in the course of the job. Please be mindful that this job requires physical labor and at times is labor intensive. Conference Assistants are the front line ambassadors who welcome and interact the most with our guests, their chief function is to SERVE THE GUESTS. 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’s Christian Hospitality Ministry. This is not a permanent regular position and does not include any benefits.

I. Position Summary:

The Conference Season is roughly divided into three parts:

i. Pre-Season – This is a one-week period before guests start arriving; this time is used to prepare the campus for conference use, including campus walk throughs, moving furniture, setting linens, etc. A tentative schedule is below:
   - Thursday, May 7, 2015 – Friday, May 8, 2015: Full Day of Training & Commencement Prep
   - Saturday, May 9, 2015: Commencement (required unless you are a graduating senior)
   - Monday, May 11-13, 2015: Continue Training, Prep Week and Clients

ii. Conference Season – This is the duration of the summer, beginning May 13, 2015 and ending the first week of August 2015, 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.
   - May 26 –May 29, 2015 Training & Mission Trip

iii. Post-Season – This is the time when we prepare the campus 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:

i. Setting up meeting rooms (tables & chairs etc.)
ii. Setting up sleeping rooms, linens, damage checks, emergency information
iii. Providing ice and water service to field clients
iv. Facilitate registration and check out of guests as assigned
v. Perform labor intensive jobs such as taking apart and moving furniture
vi. Assist with crisis intervention/emergency situations as they arise
vii. Attend all orientation, training sessions and weekly staff meetings
viii. Interact in a respectful and professional manner with all conference planners, group representatives, conference guests and service providers
ix. Maintain high-quality, seamless, and exceptional service for clients and initiate conversation to ensure that their needs are being met while on Eastern’s campus
x. Live on campus in provided housing & be available for all scheduled hours, including weekends & holidays, participate in a rotating on-call schedule for 24-hour availability, maintain a minimum of 35 hours of work per week
xi. Express to clients internal and external, as well as to the community, the Hospitality Ministry that is Conference Services and Special Events

III. Qualities Include:

i. Servant Leader committed to the Hospitality Ministry of Eastern University
ii. Strong commitment to customer service
iii. Attention to detail
iv. Strong communication and team-work skills
v. Flexibility – especially when it comes to non-traditional work hours (weekends, holidays, and 24-hour on-call shift)
vi. Continual availability from May 7, 2015 – August 15, 2015 (tentative) with additional post season employment available at the discretion of the Director
vii. Limited outside commitments
viii. Must currently live on campus, and have intention of living on campus in the Fall
ix. Ability to work with others, follow directions and work well under stress
x. Ability to lift 25lbs and climb a ladder

IV. Job Incentives:

- A dynamic team atmosphere
- On Campus Housing
- Full meal plan in the dining commons
- Competitive campus salary
- Rewarding personal and professional growth experiences
CONFERENCE ASSISTANT (CA) APPLICATION FOR EMPLOYMENT

If you need help filling out this Application for Employment, please contact Conference Services. 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. Eastern University is an equal opportunity employer. No questions on this Application are intended to secure information to be used for any discrimination prohibited by applicable law.

PLEASE PRINT OR TYPE

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<th>Name (Last, First, MI)</th>
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<td>Do you currently live on campus?</td>
<td>Employment Dates Satisfactory? Y / N</td>
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<td>Do you plan on living on campus in the Fall?</td>
<td>What is your class year?</td>
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If hired, can you present evidence of your US citizenship or proof of your legal right to work in the US? ☐ YES ☐ NO

Are you willing to work SATURDAYS, SUNDAYS and HOLIDAYS? ☐ YES ☐ NO
Are you willing to work OVERTIME? ☐ YES ☐ NO
Are you willing to be ON-CALL and work nights and/or emergencies? ☐ YES ☐ NO

What other positions have you held at Eastern University?

Have you been convicted of a crime within the last 7 years? ☐ YES ☐ NO
Do you have a State issued drivers license? ☐ YES ☐ NO
Do you have an Eastern University van driver’s license? ☐ YES ☐ NO

EDUCATION

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<th>School Type</th>
<th>Name of Institution</th>
<th>Course of Study</th>
<th>No. of Years</th>
<th>Degree/Diploma?</th>
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PREVIOUS EMPLOYMENT RECORD

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<td>Reason for Leaving</td>
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Are you currently employed? ☐ YES ☐ NO

May we call your present employer? ☐ YES ☐ NO
REFERENCES
Please include at least one Eastern University Faculty/Staff member

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ESSAY QUESTIONS

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

1. In pressured/high stress situations, what do you feel are your most positive attributes?
2. Please describe a time when you worked in a team atmosphere (work, school, or volunteer) and explain the role you played. What did you learn from that experience?
3. How do you feel you can use your strengths to perform the responsibilities required?
4. What does the phrase “hospitality ministry” mean to you?
5. How did you hear about the Conference Assistant position?
6. Please list the days and times that are most convenient for you to have an interview. (M-F, 9am-5pm)
STATEMENT

Eastern University is a drug-free workplace. 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 while at work is also prohibited. If Eastern University requires, I am willing to submit to drug testing to detect use of illegal drugs or the illegal use of drugs prior to and/or during (if I am hired) employment. I am also willing to submit to alcohol testing.

I certify that the facts contained in this application are true. I understand that only Conference Services, has any authority to make any agreement with me for any specified period of time or to guarantee job-related terms or benefits. 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: ______________________  APPLICANT’S NAME: (print) ______________________________________

APPLICANT’S SIGNATURE: __________________________________________

RELEASE AND AUTHORIZATION 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: ______________________  APPLICANT’S NAME: (print) _________________________________

APPLICANT’S SIGNATURE: __________________________________________
EMPLOYMENT INQUIRY RELEASE AND AUTHORIZATION STATEMENT

In connection with your application for/continued employment with Eastern University on their behalf, CBY Systems Inc. will make inquiries, including but not limited to, your consumer credit history, education, professional licensing, criminal history, driving history, your personal character, abilities, work habits, residence, immigration status, general reputation, performance, experience and other qualities pertinent to your qualifications for employment, including reasons for termination of past employments.

In compliance with the Fair Credit Reporting Act (FCRA), you are entitled to be informed if an offer of employment is withheld because of information obtained from CBY Systems Inc. and, in that event, upon your written request, we will provide a copy of the report we receive and the FTC notice, “A Summary of Your Rights Under the Fair Credit Reporting Act”.

Please complete and sign the form which follows, authorizing, without reservation, any party, including, but not limited to, employers, consumer reporting agencies, law enforcement agencies, state agencies, institutions and private information bureaus or repositories, contacted by CBY System Inc. to furnish any or all of the above mentioned information. Your signature allows a photocopy or fax copy of this authorization to be as valid as the original.

PRINT FULL NAME: ____________________________   *DATE OF BIRTH: _________________

SOCIAL SECURITY #: ____________________________  DRIVER LICENSE #: _________________

STREET ADDRESS: ______________________________________________________________________

CITY, STATE, ZIP: ______________________________________________________________________

MAIDEN OR OTHER NAMES USED: ______________________________________________________________________

HIGHEST DEGREE CLAIMED: _________________________ DATE OF GRADUATION: _________________

COLLEGE NAME: ___________________________________________ NAME USED: _________________________

APPLICANT SIGNATURE: ___________________________________________

*Date of birth is being requested only for the purposes of identification in obtaining accurate retrieval of records and it will not be used for discriminatory purposes.
Revised 10/2012
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.**

All Applications are due by 5pm February 13, 2015

For questions, please contact Kendel Lyn Jackson at (610) 341-1730 or kjackso2@eastern.edu.