**Housing Services Conference Liaison - Job Description**

Housing Services Conference Liaisons provide services for conferences and camps that are housed in Virginia Tech residence halls. They serve as the primary contact to conference sponsors and give appropriate information to various departments across campus. Conference Liaisons will assist any conferences or groups in reserving classroom, recreation, meeting, or campus spaces as needed. Conference Liaisons work with conference sponsors to prepare room rosters, create bills, reserve rooms, and disperse information. All Conference Liaisons must serve in in a rotating on-call schedule to handle any issues that arise in the evening hours and must stay overnight on campus when on-call. Housing Services is a 24-hour, 7-days a week operation; Conference Liaisons will work between 30 and 40 hours each week, including some weekends based on their assigned groups.

**Responsibilities**

* Conference Lead
  + Develop strong knowledge of the residential occupancy, conference processes and communications, and commonly asked questions
  + Serve as primary contact for assigned conferences
  + Ensure all conference information is received and delivered in a timely manner
  + Ensure all aspects of assigned group’s stay are prepared prior to group’s arrival and appropriate follow-up is completed upon group’s departure:
    - Prepare necessary paperwork and requests for group
    - Prepare room keycards and rooming rosters
    - Ensure that residence halls are prepared for a group’s arrival
    - Conduct check-ins and check-outs
    - Audit keycards after group’s departure
  + Support other Conferences Leads as needed including desk operations and room set up
* Customer Service
  + Provide excellent customer service
  + Collaborate with different departments to ensure successful guest experience
  + Respond to phone, email, and walk-in inquiries received by the Housing Services Desk – including conference guests, current and prospective students, parents, campus partners, and others
  + Elevate concerns to Assistant Directors for Housing Services and/or Facilities leadership as appropriate
* On-Call Responsibilities
  + Serve in a nightly on-call duty rotation throughout the summer, which requires staff to stay on campus in a provided room while on-call
  + Serve as point of contact for students and conference guests seeking after hours assistance for Facilities and Housing Services operations
  + Serve as central dispatch for emergency maintenance and housekeeping after hours; make call outs as appropriate;
* Commencement Housing Operations **(May 9 – May 12)**
  + Assist with all aspects of Commencement Housing
    - *Students who are graduating in Spring 2024 may be excused from Commencement Housing responsibilities with permission from Assistant Director for Conference Services and Operations*
  + Complete room preparation prior to guest arrival
  + Assist with check-in and check-out of Commencement Housing guests
  + Assist with closing down of Commencement Housing desk
* Hokie Helpers (August 16 – August 25)
  + Help set-up move-in tents and carts
  + Staff tents as assigned
  + Assist with cart collection and lock-up each night
  + Provide other operational support to ensure a smooth and welcoming move-in experience for residents arriving to campus for Fall 2024

Housing Services Conference Liaisons may assist with other duties as assigned by supervisors.

**Requirements**

* Must live in Virginia Tech provided housing (Air-Conditioned, Residence Hall Apartments)
* Required Time Commitments:
  + Staff Training:
    - **April 18, 2024 (Evening Training)**
    - **May 13 – May 17, 2024**
  + Summer Operations:
    - **May 19 – August 25, 2024**
    - Work 20 – 40 hours weekly during the summer operations period
  + Staff Meetings: Weekly on Wednesday at 10:00am
* Required Skills:
  + Maintain a warm and friendly demeanor at all times
  + Be detailed and task-oriented
  + Ability to learn and use new software programs quickly
  + Follow all cash handling policies and procedures
  + Excellent communication and interpersonal skills
  + Ability to work independently as well as in a team
  + Proficiency in Microsoft Office software

**Benefits**

* On-campus housing
* 10 meals per week dining allowance on campus