



CONFERENCE & GUEST SERVICES

AMERICAN UNIVERSITY • WASHINGTON, DC

Conference Assistant (CA) Position Description

Position Overview: The Conference Assistant (CA) reports directly to the Guest Engagement Coordinator. CAs are primarily responsible for managing all front desk operations for Clark Hall, providing superb customer service to all guests visiting during the academic year (August to December '25, January to May '26), and assisting the UCGS staff with conference administration and preparation.

Position Responsibilities:

1. Provide courteous, pleasant, and efficient service to all academic year intern guests and residents, acting as a liaison between guests and University Conference & Guest Services. Tasks include:
 - Understand and perform efficient check-in and check-out procedures for interns, including distribution of keys and check-in materials, and ensure that check-in materials are filled out accurately and completely.
 - Organize, maintain, and keep clean the area around the front desk.
 - Document and report facilities concerns in a timely manner and follow up as needed.
 - Assist with general guest preparation as directed by UCGS Professional Staff.
 - Write incident report forms for all serious or unusual incidents and report all emergencies, problems, and concerns to the appropriate individuals.
 - Handle lockouts in an efficient manner and within prescribed policy.
 - Assist in the identification of unauthorized people who enter the residence hall by checking ID cards consistently.
 - Perform key audits for temporary access cards.
 - Providing the highest level of customer service to all guests on campus
2. Provide a high level of customer service to all guests of University Conference & Guest Services.
3. Understand, enforce, and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services, the Student Code of Conduct, and American University.
4. Other duties as assigned by UCGS professional staff and Student Leadership Team.

Staffing Expectations:

1. Understand, enforce, and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services, the Student Code of Conduct, and American University.
2. Attend all required training/meetings as directed by the Guest Engagement Coordinator.
3. Respond to emails within 24 hours from the Guest Engagement Coordinator and Guest Engagement Lead.
4. Other duties as assigned by the Guest Engagement Coordinator, UCGS professional staff, Operations & Scheduling Lead, Guest Engagement Lead, and Conference Lead.

Staff & Community Standard:

- Encourage and maintain a community atmosphere where the rights and responsibilities of staff, residents, and guests are held in high regard. Encourage the development of a staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
- Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.

Qualifications:

- Strong administrative and organizational skills as well as strong interpersonal and customer service skills.
- Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Position Requirements:

1. Must be a driven student who demonstrates strong interpersonal, oral & written communication, and customer skills.
2. Must be able to work both independently and part of a team environment to perform all necessary job responsibilities with accuracy and efficiency with minimal direct supervision.
3. Possess strong organizational and analytical skills, as well as the ability to multi-task.
4. Must be detailed-oriented to perform job functions with accuracy and precision.
5. Ability to work well under pressure.
6. Demonstrate exceptional leadership characteristics.
7. Previous customer service experience preferred.
8. Proficiency with the Microsoft Office suite (Microsoft Word, Excel, Access).
9. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

Physical Requirements:

- Must be able to position oneself at a desk for a 3–6-hour shift.

Dates of Employment:

- August 24th, 2025 - December 13th, 2025
- January 4th, 2026 – May 9th, 2026
 - Opportunity to work prior to January 4th date, on-campus housing/early access to on-campus housing will not be granted in this instance.

Compensation:

- \$17.95 per hour