



Student Leader – Conference Lead (CL)

Position Description

Position Overview: The Conference Lead (CL) acts in a paraprofessional capacity during the fall and spring academic year, assisting (3) University Conference & Guest Services (UCGS) Conference Managers with conference and event planning duties at client facing and operational levels. The CL reports directly to the Director of UCGS. Duties will include planning, onsite execution, and post event analysis, of 10-12 internal AU clients each semester. The CL may also support UCGS staff on selected projects throughout the academic year. Requires some non-traditional hours throughout the year.

Position Responsibilities:

I. Conference Planning

- Serves as a primary contact for internal groups utilizing Constitution and Duber Hall Event spaces.
- Serves as the client's primary contact during the planning process to determine meeting and functional space requirements, AV equipment needs, catering services, conference center services, and logistical requirements. Complete venues tours and convene coordination meetings as needed, both independently and in collaboration with the Conference Managers.
- Creates and maintains profile and documentation charts on conference groups, including conference logistics, contract and supplemental information, and other paperwork required.
- Assist Conference Managers with communication between campus partners (IT, Public Safety, Facilities, etc.) providing relevant and appropriate information related to conferences.
- Supports Operations Assistants in the execution of their duties as required.

II. Onsite Operations

- Coordinates all logistical details for conferences and acts as necessary to ensure room setup is correct, ensures a successful load-in and load-out of the event space, and coordinates the clean-up after the event. Additional logistical responsibilities include working with Chartwells Catering as well as internal and external audio-visual services.
- Provides visible, proactive, on-site coverage for events to ensure client satisfaction.
- Interprets client needs, anticipates potential problems, and determines the best solution for having a successful event.
- Keeps detailed and accurate written records.

III. Post Conference

- Completes detailed Program Notes and Close-Out Reports
- Conducts post-event assessments, analyzing summaries and participant and client feedback to identify areas of improvement, vendor performance, and improved preparation for future events.
- Collaborates closely with Conference Managers to ensure billing processes are accurate and complete.

Qualifications:

1. Strong administrative and organizational skills. Strong interpersonal and customer service skills.
 - Previous summer conference and/or event planning experience.
2. Proven excellence in managing large numbers of details and logistics with a project or event.
3. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
4. 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 full time, matriculated AU student in Fall 2025 and Spring 2026.
2. Must be able to work both Fall 2025 and Spring 2026 semesters.
3. Must be available to work **8-10 hours** per week with traditional business hours as well as non-traditional evening and weekend hours, beginning **Aug 18, 2025**.
4. Attend in-person weekly meetings with their supervisor.
5. Applicants must hold a cumulative GPA of 2.00 or higher.
6. Successful review of judicial records.
7. Must be in good standing with the University and comply with all University and UCGS policies.
8. This position is contingent upon the successful completion of a pre-employment background check.

Dates of Employment:

- August 18, 2025 - May 8, 2026

Compensation:

- \$19.00/hour, for 8-10 hours of work per week. Hours will vary and may include weekends and evenings.