STANFORD UNIVERSITY JOB DESCRIPTION
Residential & Dining Enterprises (R&DE)
Stanford Conferences

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Front Desk Assistant-Service Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Student Employee</td>
</tr>
<tr>
<td>Pay Range</td>
<td>$14.00/hour + $250 in R&amp;DE Cardinal Dollars; rate for returning students may be higher</td>
</tr>
<tr>
<td>Work Location</td>
<td>123 Encina Commons</td>
</tr>
</tbody>
</table>
| Work Schedule | Spring Quarter, 5 hours per week  
Summer Quarter, 5 days a week, 8:00am – 5:00pm or 9:00am – 6:00pm; up to a maximum of 40 hours per week.  
Orientation, training and part time work begins in May (with flexibility around class schedule and finals); vacations not allowed during summer employment period |
| Training | Training is scheduled for month of May (a couple hours each week) |
| Department | Stanford Conferences, R&DE |
| Reports To | Assistant Director for Summer Conferences Operations |
| Updated on | February 21, 2017 |

I. About Stanford Conference Services

Stanford Conferences, a division of Residential & Dining Enterprises (R&DE), coordinates the campus arrangements for conferences held at Stanford University each summer. Our client roster includes over 200 conferences, workshops, and youth camps attended by 19,000 youth and adult participants utilizing undergraduate and graduate residences and dining halls each summer. Revenues generated by Stanford Conferences support R&DE’s mission of providing high quality services to Stanford students during the academic year while also helping to offset student room and board fees.

II. Summary of Position

Under the direction of the Assistant Director for Summer Conferences Operations, the Front Desk Assistant works with the Conference Account Managers, Coordinators to assist with service requests, work order processes, and client mailings. This position also provides general administrative support to the Assistant Director and other staff members. Professionalism, accuracy, task ownership, and attention to detail are essential position requirements. Housing is provided during the length of employment free of charge (subject to performance of on-call duties).

Additionally, this position provides the Stanford student perspective to clients, visitors, and staff. They offer insight on the Stanford experience and act as an advocate for the University. The knowledge of the campus gained by students living in student housing during the academic year adds value to the client experience and is an important element of a successful summer. All successful candidates must be able to live on campus in a
conference-occupied residence (free of charge, subject to performance of on-call duties) which will be assigned at a later date.

III. Essential Job Functions
Service Requests (80%)
- Assists with summer preparations.
- Reviews requests for various access keys that are used by clients, including master keys, building entrance/exit keys, and sub-master keys; submits orders for keys in preparation for summer.
- Organizes and stores keys; ensure key security.
- Fulfills service requests for keys; ensures security and appropriate transfer of liability of keys.
- Fulfills additional service requests for parking permits, maps and other requests as necessary.
- Creates custom maps for requesting clients.
- Provides customer care to clients and guests; greets visitors and fulfills visitor requests or provides appropriate referrals.

Administrative Assistance (15%)
- Assist other staff members with tasks as needed.
- Report weekly on the status of commitments and projects.
- Administrative work, for example, making copies, sending faxes, mailing letters, etc.
- Answer phone, take detailed messages, provide directions, and answer general questions for conference clients.
- Prepare and place interior and exterior signage for meetings and events.
- Perform meeting room set ups for scheduled events and meetings. Move and configure furniture per provided set-up diagram or direction.

Event Assistance and Other Duties as assigned (5%)
- Provide access to meeting spaces for events.
- Provide on-site support to meetings and events.
- Provide porter service to assist clients with transporting materials and supplies.
- Updates documentation on all of the above processes and procedures.
- Wear name badge and have proper identification on-hand when in the field.
- Available for on call duties after hours, as scheduled.
IV. Qualifications

- Current undergraduate/graduate student at Stanford University.
- Required to live on campus in a conference occupied residence. During the summer months
- Responsible, ability to take ownership and attention to detail.
- Excellent verbal and written communication skills. Ability to interact with a wide variety of people including conference guests, conference organizers, housing and maintenance staff, students, faculty and senior management.
- Punctual and dependable.
- Available for on call duties after hours, as scheduled.
- Accurate with numbers and data entry.
- Flexible with the ability to adapt to changing priorities.
- Strong commitment to customer satisfaction and the ability to work well with others.
- PC computer experience with Word, Excel, Adobe Acrobat and database entry desirable.
- Must be able to lift 40 lbs.

V. Core Competencies

1) SELF MANAGEMENT
   Judgment
   Task Management
   Accountability/Responsibility

2) COMMUNICATION
   Listening
   Speaking
   Business Writing

3) PROBLEM-SOLVING
   Intellectual Curiosity
   Conflict Management

4) INTERPERSONAL SKILLS
   Influence
   Relationship Management
   Teamwork and Effectiveness

5) MOTIVATION
   Initiative, Resilience & Customer Focus
VI. GENERAL PHYSICAL REQUIREMENTS:

Medium work: Exerting up to 40 pounds of lifting force occasionally and/or a certain amount of force constantly to move objects.

<table>
<thead>
<tr>
<th>ACTION TYPE</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balancing</td>
<td>Rarely</td>
</tr>
<tr>
<td>Bending (above/below waist)</td>
<td>Occasionally</td>
</tr>
<tr>
<td>Crouching</td>
<td>Rarely</td>
</tr>
<tr>
<td>Hearing</td>
<td>Frequently</td>
</tr>
<tr>
<td>Kneeling</td>
<td>Rarely</td>
</tr>
<tr>
<td>Reaching</td>
<td>Occasionally</td>
</tr>
<tr>
<td>Reaching (above/below shoulder)</td>
<td>Occasionally</td>
</tr>
<tr>
<td>Rotating</td>
<td>Rarely</td>
</tr>
<tr>
<td>Seeing</td>
<td>Frequently</td>
</tr>
<tr>
<td>Sitting</td>
<td>Frequently</td>
</tr>
<tr>
<td>Stairs (ascend/descend)</td>
<td>Occasionally</td>
</tr>
<tr>
<td>Standing</td>
<td>Occasionally</td>
</tr>
<tr>
<td>Stooping</td>
<td>Rarely</td>
</tr>
<tr>
<td>Twisting</td>
<td>Rarely</td>
</tr>
<tr>
<td>Walking</td>
<td>Frequently</td>
</tr>
</tbody>
</table>

To Apply:
Interested persons should apply to:

Stanford Conferences 2017 Employment Application

Priority deadline: March 26, 2017