



# Conference Assistant

## Summer 2024

Love UNC Charlotte? Want to spend a summer in Charlotte?  
Enjoy meeting new people? If you answered yes to any of these questions and are looking for  
**summer employment, look no further!**

An opportunity of a lifetime awaits you as a Summer 2024 Conference Assistant.

As a **Conference Assistant**, you will be responsible for providing a quality experience for conference participants during their time at Charlotte.

Conferences range from overnight sports camps and academic programs to social and corporate day events and so much more.

As a **Conference Assistant**, you will play a critical role in the participants' experiences while gaining customer service, communication, leadership, and management skills.

All of these skills will help you down the road. At the same time, you will make some wonderful memories that will stay with you forever.

### What are the qualifications?

- Must be a UNC Charlotte student enrolled in Spring and Fall 2024 semesters and not be enrolled in Summer 2024 classes.
- Must be in good academic and judicial standing (not on disciplinary probation) with the University (records will be verified).
- Must show commitment to successful teamwork with Conference Staff and Campus Partners.
- Ability to work in a fast-paced environment.
- Knowledge of campus and community resources.
- Desire to learn and to have fun.
- Valid drivers license is preferred.

### Terms of Employment:

- Conference Assistants are required to work approximately 40 hours a week (May 20, 2024 - August 2, 2024.), including some early mornings, some evenings, and some weekends.
- Prior approval from Associate Director of Conference Services is required when considering time off.
- Employment elsewhere is not permitted.
- Conference Assistants report directly to and are supervised by the Associate Director of CRES and Conference Managers.

"I worked with CRES throughout the summer of 2022. As a conference assistant, I worked as a liaison between the client and different university departments, communicating with the client about certain details, problem-solving any issues that came up, representing the university, and overall, ensuring that all of the planning for the event was followed through on. It was a busy summer but overall, it was a great experience." -- Former Conference Assistant

# Conference Assistant Expectations

## **Customer Service:**

- The Conference Assistant should recognize that service to summer groups and their participants is a top priority.
- Present a professional, positive, and helpful image to all conference participants, and campus partners at all times.
- Be a convenient and reliable resource and reference person for conference contacts and participants.
- Be knowledgeable about University of North Carolina at Charlotte, the surrounding area and campus resources.
- Take initiative in keeping conference groups informed and anticipate their needs.
- Be present at all dining hall and catering meals with your assigned groups.

## **Administrative:**

- Attend all staff meetings, Summer Conference Meetings and training sessions (starting mid-May through beginning-August).
- Lead all Summer Conference Meetings based on your assigned groups.
- Advise the Associate Director of Conference Services and Conference Managers with any participant concerns; ask for assistance and support if needed.
- Be present at all assigned check-in and check-outs.
- Complete tasks including Welcome Folders, Conference Forms and other tasks assigned by Associate Director of Conference Services and Conference Managers.
- Be responsible for designated office space and properly securing doors upon exit.
- Help Professional Staff with any event or office needs.
- Perform other duties as assigned.

## **Team Dynamics:**

- Assist Conference Staff in creating an environment of inclusivity and acceptance.
- Be visible and accessible.
- Be available to Group Contact and fellow staff members.
- Discuss any disagreements openly and reasonably. Confront any issues in a timely manner. Keep supervisor up-to-date on any staff issues.

Need more information? E-mail Michael Lang, Associate Director of Conferences, Reservations and Event Services at [MichaelLang@charlotte.edu](mailto:MichaelLang@charlotte.edu)

