

Colorado College Conference Services

Conference Services Intern Position Description

General Description

The Conference Services Intern is an essential member of a team of Housing & Conferences professionals who implement one-stop-shop event planning and guest services to various CC hosted camps and conferences during June and July. Interns assist the Conference Specialist as an assigned assistant planner to multiple on-campus conferences with the primary responsibility of ensuring a positive campus experience for visitors while communicating and upholding Conference Services policies and standards. Conference Services Interns report directly to the Conference Specialist and work closely with other Housing and Conferences staff, as well as event support departments such as Dining Services, Catering, AV, Facilities, and Transportation.

Position Requirements

To be successful in this position, the ideal candidate will demonstrate exceptional organizational and communication skills, a consistently positive attitude, sound judgment, a strong sense of responsibility, and foster mutual respect and collaboration between CC staff and campus visitors.

- Colorado College student enrolled in classes for the 2019-2020 academic year preferred but not required.
- Available to work a minimum of 40 hours each week, to include weekend and on-call responsibilities as needed.
- Comprehensive knowledge of the Colorado College campus and a general knowledge of the Colorado Springs area.
- Excellent customer service skills
- Conscientious attention to detail and an ability to prioritize multiple essential tasks.
- Ability to learn and use new software quickly.
- Ability to work in diverse work environments, learn quickly, and employ self-motivation and initiative.
- Good physical condition with the ability to lift and move objects, stoop, kneel, and crouch, and occasional climbing of step ladders and/or carrying loads up and down stairs.

Duties and Responsibilities

- Assist Conference Specialist in meetings with conference directors to develop logistic reports for conference requirements (AV, Transportation, Catering, room set ups, etc.) during the group's stay.
- Enter conference information (guest names, key and meal card numbers) into KX software to accomplish registration, create identification badges/lanyards, and generate various reports.
- Assist in preparing meeting facilities and checking to ensure that meeting rooms have been properly set up before each conference arrives and/or before each event.
- Assist with conference check-ins and check-outs, distribute keys and meal cards, make room reservations, keep accurate reports and assist conference guests.
- Learn and use Conference Software KX
- Continuously check on each assigned conference while they are on campus, to include assisting in preparing meeting facilities and ensuring rooms and activity areas are properly set up.
- Assist with billing and mailing to each assigned conference by the end of the conference season.
- Perform other conference-related duties as assigned by Conference Specialist, including, but not limited to, reception, conference information processing, preparation of registration materials for check-in, running errands, aiding other interns with their conferences, assisting with loading and unloading, and other duties as assigned.
- Attend weekly staff and interdepartmental logistics meetings.
- Perform other duties as requested by management.

Compensation

This is a seasonal position beginning in May and ending in July. During this period, it is expected that each Conference Services Intern will work a minimum of 40 hours a week, including weekends and holidays, and be compensated starting at \$11.10/hour depending on experience. The Conference Services Intern may also be eligible for a \$150/month taxable meal allowance and in-kind housing.