Summer Conferences Coordinator

The University of Chicago is a premier urban research university that has driven new ways of thinking since 1890. Our commitment to free and open inquiry draws inspired scholars to our global campuses, where ideas are born that challenge and change the world. Located in beautiful Hyde Park, positioned eight miles south of downtown Chicago, the University is home to dozens of internal and external summer conference programs every year.

Our summer conferences program is committed to providing exceptional housing and dining experiences focused on delivering extraordinary customer service to thousands of guests.

Join us at UChicago for a summer filled with enrichment and education and be a part of an outstanding team of professionals!

Position Summary:
Summer Conferences at the University of Chicago, in the office of Housing & Residence Life, coordinates 50-60 conferences each summer, serving approximately 3000-4000 guests. The Summer Conferences Coordinator is an internship role, supervised by the Senior Assistant Director of Summer Conferences, which directly supports all aspects of conference services. Coordinators are assigned a portfolio of conferences to serve as the main point of contact for clients. The summer conferences internship typically runs from mid-May until late-August.

All internship offers are contingent upon the successful completion of a background check by the University of Chicago. The University of Chicago is an AA/EOE employer. All employees must comply with the University’s COVID-19 vaccination requirements. More information about the requirements can be found on the University of Chicago Vaccination Go Forward site.

Principal Duties and Responsibilities:

1. **Conference Liaison:** Serve as the main point of contact for assigned conferences (coordinators will work individually and on small teams for various conferences as needed). Assist with all aspects of planning for conference client needs through pre-conference preparation, on site coordination and post-conference wrap-up.

   a. **Pre-Arrival Planning:** Responsible for pre-arrival conference preparations, including but not limited to: meeting with conference contacts; ID card creation and encoding; finalizing rosters; confirming dining and parking needs; managing room occupancy in StarRez; pre-conference tours through classroom and residence hall space; collecting guarantees and final rooming lists; setting up wi-fi accounts; confirming and preparing special event briefings; preparing guests rooms with linen packs; creating welcome materials (30%)

   b. **On Site Conference Coordination:** Prepare and run conference check-ins and check-outs; oversee and assist with planning on conference special events as assigned; staff weekly linen exchanges; perform room checks; conduct conference and safety orientations; address client concerns as they arise (25%)
c. **Post-Conference Wrap Up:** Ensure all guests have checked out; prepare closing documentation to be submitted for invoicing; contact partners for final invoices; send closing survey to clients (15%)

2. **Administrative Responsibilities:** Maintain accurate expense records for summer conferences. Prepare and maintain accurate key, occupancy, meal and billing records. Attend weekly team meetings. Ensure that all front desks and lobby areas have necessary conference materials. (15%)

3. **On-Call Rotation:** Serve for one week in a summer conference on-call rotation to respond to urgent conference client situations as they arise during the summer. (10%)

4. **Other:** Other duties as assigned. (5%)

**Minimum Knowledge, Skills and Abilities:**
- Preference will be given to applicants currently enrolled in or recently graduated from a master’s program in student affairs or a related field.
- A strong background in customer service with previous summer conference, hospitality, or campus housing experience preferred.
- Possess strong written and oral communication skills; ability to interact verbally and in writing with a wide constituency including residents, faculty, staff, colleagues, and guests.
- Strong administrative and computer skills, including an intermediate to advanced knowledge of Microsoft Word and Microsoft Excel; Knowledge of StarRez is a plus.
- Demonstrated ability to effectively solve problems, use sound judgment and critical thinking, and act responsibly in emergency situations.
- Ability to work autonomously and as a member of a team simultaneously.
- Ability to organize several projects and multiple tasks under tight deadlines.
- Possess professional standards of conduct including a strong sense of ethics and confidentiality.
- Able to live on-campus for the duration of the summer conference role.
- Positive attitude and a sense of humor.
- Must be eligible to work in the U.S.

**Compensation:**
The Summer Conferences Coordinator will receive an hourly rate of $15.00 per hour paid bi-weekly (approximately 37.5 hr./week). Summer Conference Coordinators will also be paid for serving in the on-call rotation for the time they are activated to work during that week (at a minimum each Coordinator will receive compensation for 3 hours each day during their respective rotation, even if not activated). The position will also benefit from free on-campus housing, a meal plan when dining halls are open, campus recreation center membership, access to free laundry, an unlimited Chicago Transit Authority bus/train pass, and access to multiple professional development opportunities.

**Notes:**
As with all Housing & Residence Life staff, additional hours may be required during university or department emergencies, or to accommodate a high number of summer conference programs. Dates and times will be determined by the Housing & Residence Life staff. Weekend and evening hours will be assigned in conjunction with client and summer conference needs.