DEPARTMENT PROFILE

A Brief Description of Our Business

Conference Services is a division of Housing•Dining•Hospitality at UC San Diego, we were first established in 1981. We are committed to generating income that will offset the housing and dining expenses of our academic year student customers. In the process, we also heighten public awareness of the services and facilities offered on campus with the hope of attracting future clients as well as students, staff, and faculty.

Our career staff work throughout the academic year to secure business by promotion, contracting, and finalizing logistical details such as housing assignments, meal planning, equipment orders, and meeting space reservations. During the summer season we conduct full-service meeting planning events, house conference groups, summer camps, and offer short-term housing to guests of the University. During the academic year we also manage several meeting space venues on the UC San Diego campus and offer meeting planning services in partnership with off-campus vendors.

The summer season lasts approximately twelve weeks, beginning just after Spring Commencement and closing with Labor Day weekend. The majority of our summer clients are conference groups, in a typical summer we will house more than 180 groups, accounting for over 18,000 individuals!

Conference groups may include academic and research groups, professional workshops, sports camps, computer programming camps, extended learning programs, weight loss camps, family reunions, and others. The individuals who participate in these groups are vastly diverse in terms of age, ethnicity, and country of origin.

What We Can Offer You!

Conference Services greatly appreciates our student and seasonal staff employees! The duties you perform keep our operations running smoothly, ensure our clients receive exceptional customer service, and build lasting relationships with the greater UC San Diego community.

We are proud to offer our employees a unique working environment with ample learning experiences. During a summer season with Conference Services you will be exposed to the fields of hospitality, conference and event planning, and office administration. Employees are able to develop, enhance, and practice a multitude of business related skills such as problem solving, organization, public relations, and intercultural communication skills.

Each summer we employ 45 to 60 students in a variety of positions and approximately 4 to 8 seasonal career staff (“Senior Clerks”). Depending on your position type and currently scheduled duties your work location may include one of our several Conference Desks, located across the UC San Diego campus, or in the Conference Services office, located in the HDH Administration Building at Revelle College.
**STUDENT EMPLOYEE POSITIONS**

For detailed job duties and requirements be sure to review the “Job Description” documents, ask your supervisor for a copy or visit: [http://conferences.ucsd.edu/jobs](http://conferences.ucsd.edu/jobs)

### Hospitality Coordinator
- **NUMBER OF POSITIONS:** 10
- **DATES OF EMPLOYMENT:** 28 March - 10 September 2016
- **COMPENSATION:** $15.15 per hour + Summer Housing

**Hospitality Coordinators** (1 to 2 per Conference Desk) are team leaders who provide operational and administrative assistance to Conference Services. Responsibilities include oversight of an assigned Conference Desk, overseeing completion of tasks, managing inventories and equipment, assisting with staff shortages, and responding to a wide-range of client needs. Directly assist with execution of Conference Groups including pre-arrival and on-site coordination. Assist with training and scheduling.

- During summer: Must live on-campus in FREE Student Housing (provided: 13 June – 11 September)
- Work up to forty (40) hours per week
- Must work On-Call shifts one week at a time
- Primarily work at Conference Desks
- May not take summer session courses
- No second job with UC San Diego
- Must have Valid CA State Driver’s License

### Hospitality Clerk
- **NUMBER OF POSITIONS:** 30
- **DATES OF EMPLOYMENT:** 13 June – 7 September 2016
- **COMPENSATION:** $11.60 per hour (Level I – New Hires) $12.80 per hour (Level II – Returning)

**Hospitality Clerks** (6 to 8 per Conference Desk) are the face of Conference Services’ summer operations!

Perform duties similar to that of a front-desk agent of a hotel: provide exceptional customer service to our clients and visitors, conduct check-in/outs, process charges and payments, maintain inventories, relay messages, and provide administrative support to Conference Services.

- Primarily work at Conference Desks
- Must work variable schedule, including overnight shifts
- Work up to 40- hours or 20-hours per week, depending on schedule type and availability.
- May take summer session if working part-time!
- No second job with UC San Diego
- Valid CA State Driver’s License is preferred

### Accounting Clerk
- **NUMBER OF POSITIONS:** 1
- **DATES OF EMPLOYMENT:** 28 March - 10 September 2016
- **COMPENSATION:** $12.80 per hour

**Accounting Clerk** will process, reconcile, and verify various transactions, prepare recaps and daily deposits to the Central Cashier, and train Hospitality Clerks on cash register and cash handling procedures.

- Primarily works in Conference Services office
- During summer: Typical schedule is Monday-Friday, work up to forty (40) hours per week.
- May not take summer session courses.
- No second job with UC San Diego.
- Must have Valid CA State Driver’s License

### Database Clerk
- **NUMBER OF POSITIONS:** 2
- **DATES OF EMPLOYMENT:** 28 March - 10 September 2016
- **COMPENSATION:** $12.80 per hour

**Database Clerks** are responsible for creating conference reports, billing conference groups, working with a custom database (Conference Programmer), and supporting Conference Services office.

- Primarily works in Conference Services office
- During summer: Typical schedule is Monday-Friday, work up to forty (40) hours per week.
- May not take summer session courses.
- No second job with UC San Diego.
- Must have Valid CA State Driver’s License

*Actual start/end dates may vary*
ADDITIONAL INFORMATION

ON-CAMPUS HOUSING
Hospitality Coordinators receive on-campus summer housing as part of their salary and perquisite package. No other Conference Services employees are offered housing perquisite. However, UC San Diego Summer Housing is available to current students, please visit webpage for more information.

- UC San Diego Summer Housing: [http://hds.ucsd.edu/housing/summer.asp](http://hds.ucsd.edu/housing/summer.asp)

TRAINING & WORK SCHEDULES
All employees must be available to begin summer work schedules on Monday, 13 June 2016. Additionally, the first week of the conference summer season (13 – 18 June) includes required training sessions and most employees will be scheduled to work 40-hours that week. Due to the nature of our business there will be NO time-off granted on training dates, during the month of June, or Labor Day weekend. Zero exceptions.

Work schedules are posted weekly and can be accessed online at When-To-Work. You will be provided login information and instructions. The work week begins on Sunday. Payroll is Bi-Weekly with Wednesday pay dates.

- UC San Diego Payroll Calendar: [http://blink.ucsd.edu/go/payrollcalendar](http://blink.ucsd.edu/go/payrollcalendar)

SCHEDULING: Hospitality Clerks
All Hospitality Clerks must work variable shifts including days, nights, and weekends. Overnight shifts are required at our 24-hour Conference Desk, shifts are from 10:15pm to 6:45am. This shift is primarily to accommodate any customer service needs that occur after regular operating hours (ie. late check-ins and lock-outs).

Hospitality Clerks may specify a preference for “full-time” or “part-time” schedule on your employment application. Students on approved “part-time” work schedules will begin reduced work hours (scheduled up to 20-hours per week) before the start of UCSD Summer Session 1, or no later than Monday, 27 June.

- **Hospitality Clerk (α):** Work up to (40) hours per week. *May not take summer session courses.*
- **Hospitality Clerk (β):** Work up to (20) hours per week. *May take one (1) class per UCSD summer session.*

SCHEDULING: Hospitality Coordinator, Accounting Clerk, and Database Clerks
Spring Quarter work hours are essential for training and summer season preparation. Students employed in these positions must be available to work part-time during Spring Quarter, approximately 5 to 15 hours per week.

You must also be available to work full-time during summer, beginning Monday, 13 June.
HIRING PROCEDURE

APPLICATION SCREENING & INTERVIEWS

All applications received by the application deadline will be reviewed with consideration. Interviews are not guaranteed, only the top candidates for each position will be interviewed. Interview appointments, decision notifications, offer letters, and other important information will be communicated via email or phone.

TIP: Be sure to provide current contact information to ensure you receive all communication from Conference Services! Provide an email address that is checked regularly and a telephone number with voicemail access. We also suggest adding SummerConfJobs@ucsd.edu to your safe-senders / contact list

Interviews will be completed by appointment. Please keep your appointment or kindly call to reschedule if a conflict arises. Appropriate business-casual attire is requested.

INTERVIEWS: Hospitality Clerk

Interviews of candidates for Hospitality Clerk positions will be formatted as group interviews. Each group of candidates will be interviewed by Conference Services staff members. Interviews are viewed both as a chance for our staff to learn more about the candidates and for you to discuss any questions or curiosities that you may have about Conference Services or the position.

INTERVIEWS: Hospitality Coordinator / Database Clerk / Accounting Clerk

Candidates of the Hospitality Coordinator, Database Clerk, and Accounting Clerk positions will be interviewed individually by Conference Services staff members. Occasionally, we may require a second interview. Interviews are viewed both as a chance for our staff to learn more about the candidates and for you to discuss any questions or curiosities that you may have about Conference Services or the position.

HIRING PAPERWORK: If selected for a position, you will be contacted by email with an Offer of Employment. All employees must attend a hiring session with HDH Human Resources & Conference Services, appointments will be scheduled in Spring Quarter. Additional details will be provided with your offer letter.

TIP: All new hires must be able to provide proof of employment eligibility. Please be ready to provide original documents as required by the I-9 Form (see page 9 for list of acceptable documents). All documents must be originals, no photocopies or digital scans.
# 2016 IMPORTANT DATES

## WINTER & SPRING

<table>
<thead>
<tr>
<th>Event</th>
<th>Date and Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Deadline!</td>
<td>Extended-Friday, 29 April&lt;br&gt;Hospitality Clerk and Hospitality Coordinators</td>
</tr>
<tr>
<td>• Online Application</td>
<td></td>
</tr>
<tr>
<td>• Resume</td>
<td></td>
</tr>
<tr>
<td>• Recommendation Form (Hspt Coordinators Only)</td>
<td></td>
</tr>
<tr>
<td>Interviews</td>
<td>March - April (By Appointment)</td>
</tr>
<tr>
<td>Hiring Sessions</td>
<td>March – April (By Appointment)</td>
</tr>
<tr>
<td>Select positions begin work/training:</td>
<td>Monday, March 28 (Actual Start Dates May Vary)</td>
</tr>
<tr>
<td>Hspt Coordinators, Accounting Clerk, Database Clerks</td>
<td></td>
</tr>
<tr>
<td>Spring Quarter: Final Exams</td>
<td>4 - 10 June</td>
</tr>
<tr>
<td>Commencement Weekend</td>
<td>11 - 12 June</td>
</tr>
</tbody>
</table>

## SUMMER

<table>
<thead>
<tr>
<th>Event</th>
<th>Date and Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Summer Season Begins</td>
<td>Monday, 13 June</td>
</tr>
<tr>
<td>➢ All Employees Begin Work</td>
<td></td>
</tr>
<tr>
<td>Conference Services Orientation &amp; Training Sessions</td>
<td>13 – 17 June</td>
</tr>
<tr>
<td>Conference Desks open for summer business!</td>
<td>Thursday, 16 June</td>
</tr>
<tr>
<td>(Conference Groups Arrive)</td>
<td></td>
</tr>
<tr>
<td>UCSD Summer Session I</td>
<td>27 June – 30 July</td>
</tr>
<tr>
<td>UCSD Summer Session II</td>
<td>1 Aug - 3 Sept</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Monday, 5 September</td>
</tr>
<tr>
<td>Employment Ends: Hospitality Clerks</td>
<td>Wednesday, 7 September</td>
</tr>
<tr>
<td>Employment Ends:</td>
<td>Saturday, 10 September</td>
</tr>
<tr>
<td>Hospitality Coordinators, Accounting Clerk, Database Clerks</td>
<td></td>
</tr>
</tbody>
</table>

*Dates / information subject to change
FREQUENTLY ASKED QUESTIONS

How many positions are available?
We plan to hire approximately 35 to 45 students, the majority of which are Hospitality Clerks.

Why does Conference Services hire so many people during the summer?
Summer is a very busy time for Conference Services! Our clients require customer support and services during the check-in process, throughout their stay, and during the check-out process.

Where will I be working?
Hospitality Coordinators & Clerks are assigned to a specific Conference Desk but may be scheduled to work other desk locations, in the Conference Services office, and at “mobile” locations across the UC San Diego campus as needed. Accounting Clerk and Database Clerks primarily work out of the Conference Services office, which is located in the Housing•Dining•Hospitality Administration Building at Revelle College.

What is a Conference Desk?
In order to accommodate our clients’ needs we operate several Conference Desks across the UC San Diego campus. These locations are the primary point of contact for our clients to interact with Conference Services, serving as both a “front desk” and customer service center. In many ways they function as extensions of the Conference Services office while handling daily operations for a specific area of campus (i.e. ERC Conference Desk assists conference groups staying in ERC & Marshall housing or dining at Café Ventanas). Typical operating hours are 7:00am to 10:00pm, seven days a week, plus one location which remains open 24-HOURS.

What is the overnight shift?
Overnight shifts are necessary to staff our 24-hour Conference Desk. The overnight shift is from 10:15pm to 6:45am and primarily serves to accommodate any customer service needs that may occur after regular operating hours, such as late check-ins and lock-outs. Hospitality Clerks are required to work overnight shifts approximately 5 times per month.

What kind of training is provided?
Yes, training is required and will be conducted via hands-on sessions and online courses. Training sessions will include presentations by Environmental Health & Safety (EH&S), the Office for the Prevention of Harassment and Discrimination (OPHD), and other guest speakers. All employees will receive training on customer service, cash handling and divisional accounting policies, Conference Desk operational procedures, various inventories and equipment, and the custom database (Conference Programmer).
Is there a dress code or uniform?
Yes, we require a uniform. Uniform shirt, name badge, and Employee ID will be provided by Conference Services. Any additional attire must be business casual (i.e. blue jeans are not allowed). When in doubt, black or khaki colored slacks are a good choice. Business casual closed-toed shoes are preferred, athletic shoes are allowed if they are business-appropriate.

Uniform consists of the following:
- Conference Services polo-shirt (provided)
- Coordinating full-length pants or slacks
- Business casual closed-toed shoes
- Name Tag (provided)
- Employee ID (provided)
- CA Driver’s License, if applicable

Can I work part-time? I want to take summer session classes, is that allowed?
A limited number of Hospitality Clerks may work part-time; all other positions must be available to work full-time during the summer season. Hospitality Clerks who work “part-time” are limited to work schedule of no more than twenty (20) hours per week and may choose to take one (1) class per summer session. Work hours will be determined by both availability and by class load, if there is one. Ability to plan ahead is required. All employees are required to work before and during finals week. Depending on the needs of Conference Services’ summer operations there may be opportunities to pick up additional shifts.

If applicable, summer session class schedules must be turned in by June 1st. Final Exam schedules must be turned in the first week of each applicable summer session.

I’ve applied to be a Resident Advisor/Orientation Leader; does this affect my chances of being hired?
Our summer programs generally continue past the start date for training of academic-year resident advisors. Because of this conflict, we are careful to hire only a very limited number of people who might be selected as academic-year RAs. Consequently, candidates who have applied to be academic-year Resident Advisors usually do not receive the same consideration as a candidate who is available for the entire summer. This is also true for other conflicting positions or schedules.

How can I increase my chances of being selected for an interview?
We are usually only able to interview a portion of the applicants. Our screening process examines several qualifications, including knowledge of campus and housing facilities, work experience (especially experience working with the public), leadership experience, organizational and time management skills, ability to work with others, enthusiasm to work or learn aforementioned skills, and availability to work the entire summer. If you are called for an interview, please be ready to give details about these qualifications.
Some applicants will not be hired because they are unavailable to work the entire summer (such as Resident Advisors, or those that have prolonged vacations, or study abroad plans). Adherence to job start and end dates is an absolute requirement for the majority of our positions. Please make sure we have the most up-to-date information regarding your summer availability because it is a major factor in our selection process.

Who can apply to work with Conference Services?
Current undergraduate and graduate level students, Spring Quarter graduates, Fall Quarter incoming and readmitted students are all welcome to apply for positions with Conference Services.

Please Note: To be eligible for student employment at UC San Diego you must pay UC Student Services Fees for each quarter of employment. Continuing students and spring quarter graduates must pay Spring Quarter Student Fees. New students or readmits for fall quarter must pay Intent to Register Fees.

I’m graduating in Winter Quarter, can I still be hired?
No, unfortunately Winter Quarter graduates are not eligible for employment with Conference Services.

I have a question that was not addressed here, where can I get more information?
You may visit our Student Employment webpage at http://conferences.ucsd.edu/jobs, or email SummerConfJobs@ucsd.edu.