DEPARTMENT PROFILE

A Brief Description of Our Business

_Hospitality and 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 ten (10) weeks, beginning a week after 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 20,000 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!

Hospitality and 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 Hospitality and 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 40 to 50 student staff 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 Hospitality and 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: [https://hdh.ucsd.edu/conferences/pages/Employment.html](https://hdh.ucsd.edu/conferences/pages/Employment.html)

<table>
<thead>
<tr>
<th>Hospitality Coordinator</th>
<th>Hospitality Clerk</th>
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<tbody>
<tr>
<td><strong>NUMBER OF POSITIONS:</strong> 6-8</td>
<td><strong>NUMBER OF POSITIONS:</strong> 30-40</td>
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<td><strong>DATES OF EMPLOYEMENT:</strong> April 1,2019 - September 6th, 2019</td>
<td><strong>DATES OF EMPLOYEMENT:</strong> June 17th, 2019 –September 6th, 2019</td>
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<td><strong>COMPENSATION:</strong> $15.65 per hour + Summer Housing</td>
<td><strong>COMPENSATION:</strong> $13.30 per hour</td>
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**Hospitality Coordinators** (1 to 2 per Conference Desk) are team leaders who provide operational and administrative assistance to Hospitality and Conference Services. Responsibilities include training of desk staff on a wide range of tasks, oversight of an assigned Conference Desk staff, management of inventories and equipment, assistance with staff schedules, and responding to a wide-range of client and guest needs. Directly assist with execution of Conference Group coordination including pre-arrival and on-site management.

- During summer: Must live on-campus in FREE Student Housing (provided: June 18th – September 7th)
- Work up to forty (40) hours per week
- Must work On-Call shifts one week at a time
- May not take summer session courses
- No second job with UC San Diego
- Must have Valid CA State Driver’s License

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

Clerks 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 Hospitality and 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 1 class per 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:** April 1, 2019 - September 6th, 2019

**COMPENSATION:** $13.30 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 Hospitality and 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

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**Database Clerk**

**NUMBER OF POSITIONS:** 2

**DATES OF EMPLOYMENT:** April 1, 2019 - September 13th, 2019

**COMPENSATION:** $13.30 per hour

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

- Primarily works in Hospitality and Conference Services office
- Work up to forty (40) hours per week. One weekend day included in schedule.
- May not take summer session courses.
- No second job with UC San Diego.
- Must have Valid CA State Driver’s License

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*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 Hospitality and Conference Services employees are offered housing perquisite. However, UC San Diego Summer Housing is available to student enrolled in a Summer Session course. 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, June 17th, 2019**. The first week of the conference summer season (**June 17-21**) includes required training sessions and most employees will be scheduled to work forty (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, of the first three weeks of July, 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. Late night shifts are required at our Village Conference Desk. 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 twenty (20) hours per week) before the start of UCSD Summer Session 1, or no later than Monday, 2 July.

- **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 five (5) to fifteen (15) hours per week.
You must also be available to work full-time during summer, beginning Monday June 17th, 2019.

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 Hospitality and 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 Hospitality and 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 Hospitality and 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 Hospitality and 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 Hospitality and 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 & Hospitality and 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.
## 2019 IMPORTANT DATES

### WINTER & SPRING

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| **Application Deadline!**  
- Online Application  
- Resume  
- Recommendation Form *(Hspt. Coordinators Only)* | Friday, February 14th, 2019 (For Hspt. Coordinators, Database Clerks, and Accounting Clerks only).  
April 30th, 2019 for Hspt. Clerks |
| **Interviews** | March - May *(By Appointment)* |
| **Hiring Sessions** | March – May *(By Appointment)* |
| **Select positions begin work/training:**  
Hspt. Coordinators, Accounting Clerk, Database Clerks | April  
*(Actual Start Dates May Vary)* |
| **Spring Quarter: Final Exams** | June 10-15 |
| **Commencement Weekend** | June 15-16 |

### SUMMER

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| **Conference Summer Season Begins**  
➢ All Employees Begin Work | Monday, June 17th, 2019 |
| **Hospitality and Conference Services Orientation & Training Sessions** | June 17th – 21st, 2019 |
| **Conference Desks open for summer business! *(Conference Groups Arrive)*** | Saturday June 22nd, 2019 |
| **UCSD Summer Session I** | July 1 – August 2, 2019 |
| **UCSD Summer Session II** | August 5 – September 6, 2019 |
| **Labor Day** | Monday, September 2nd, 2019 |
| **Employment Ends:**  
Hospitality Clerks-Last day | Monday, September 2nd, 2019 |
| **Employment Ends:**  
Hospitality Coordinators, Accounting Clerk | Friday, September 6th, 2019 |
| **Employment Ends:**  
Database Clerks | Friday, September 13th, 2019 |

*Dates / information subject to change*
FREQUENTLY ASKED QUESTIONS

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

Why does Hospitality and Conference Services hire so many people during the summer?
Summer is a very busy time for Hospitality and Conference Services! Our clients require customer support and assistance with services such as check-in and check-out, meal card distribution and lock-outs, throughout their stay.

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 Hospitality and 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 Hospitality and 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 Hospitality and Conference Services, serving as both a “front desk” and customer service center. In many ways they function as extensions of the Hospitality and 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 9:00pm at ERC, 7:00am to 11:00pm at Revelle, and 7:00am to 2:00am at the Village, seven (7) days a week.

What kind of training is provided?
Yes, training is required and will be conducted via hands-on sessions and online courses. Training topics will include customer service, cash handling, divisional accounting policies, Conference Desk operational procedures, various inventories and equipment coordination, and the custom database management (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 Hospitality and 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:
- Hospitality and 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 a 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 Hospitality and 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, customer service, 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 Hospitality and 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 Hospitality and 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 Hospitality and 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 https://hdh.ucsd.edu/conferences/pages/Employment.html or email SummerConfJobs@ucsd.edu