Conference Lead
Position Description

Reports to: Summer Programs Coordinator

Employment Dates: April 24th- May 12, 2017 (part time, approx. 10-15 hours/ week)
May 13- August 29, 2017 (full time, approx. 30-40 hours/week)
August 29- September 6, 2017 (part time, approx. 10-15 hours/ week)

Attend mandatory Leadership Retreat and Training | Date and Time TBD

Attend and Participate in All Staff Training: May 15-17, 2017 | 8:30 am-5 pm.

Provide on-call coverage on summer holidays with other Leads


Compensation: Until July 1, 2017 15: $12.50/hour
After July 1, 2017: $13.50/hour

On-campus summer housing: approximate value $3,800.00

Maximum forty hours of vacation (unpaid and based on approval; approval given on first-come, first-served basis)

General Overview
The Conference Lead oversees the daily operations of the Summer Programs unit in the Office of Residential Living in planning and executing summer and intern housing as well as numerous educationally related conferences. Due to the demands of this position, employees are required to keep a flexible schedule. Conference Leads cannot take classes, have another job, or be involved in extracurricular activities that require a large time commitment. The Conference Leads represent the Office of Residential Living and Georgetown University as a provider of quality customer service.
Responsibilities
The main responsibility of a Conference Lead is to act as the primary point of contact for conference groups staying on campus for the summer. In this capacity, Conference Leads will perform the following functions:

- Serve as the primary contact for each conference group at Georgetown working closely with the conference contact to coordinate arrangements for housing and other services with appropriate University departments.
- Give tours to potential clients who are interested in Georgetown’s residence halls, apartments and townhouses.
- Respond to email, telephone and walk-in inquiries about available housing.
- Block and assign housing and notify client of assignment(s).
- Maintain accurate financial entries to include inputting charges, invoicing, collecting deposits and final payment, and processing refunds in accordance with the Summer Conference Agreement.
- Collect required documents in accordance with the Summer Conference Agreement.
- Maintain E-Mail communication in a timely matter
- Prepare and assemble key roster, key envelopes, and other check-in/ out materials to dispense to the RHOs.
- Oversee daily operations during client’s stay on campus. Ensure smooth running of each event by being present at and assisting with housing check-in/out.
- Troubleshoot when necessary. In emergencies, Conference Leads may assist in guest room preparation or in relocating guests. Heavy lifting up to 75 lbs. may be required.
- Keep Associate Director and Summer Programs Coordinator informed and updated as necessary including occupancy, events, and special needs and inform other staff.
- Assist with Commencement Housing in May to include preparing packets for move-in, responding to calls to assist with lock-outs and check-ins.
- Assist with May Transitional Housing.
- Serve as the primary contact point for clients not familiar with campus services to include maintenance and housekeeping issues.
- Coordinate distribution of flyers, posting signs, notices to residents, assessment/collection of fines.
- Attend all staff meetings and all other special functions.
- Coordinate schedule and assignments with the Summer Programs Coordinator.
- Carry and respond to cell phone 24 hours daily, 7 days a week.
- Participate in Night Duty as assigned during the summer.

Conference Leads will also perform other duties as assigned by the Summer Programs Coordinator and Associate Director, Summer Programs.