

**Susquehanna University**  
**Position Description**  
***Summer Conferences Coordinator Intern***

**Job Function**

Reporting to the Assistant Director of Conference and Event Management, the Summer Conferences Coordinator Intern will serve as a member of the Office of Conference & Event Management. This position will experience a variety of components of summer conference operations, including staff development, customer service, hands-on event facilitation, and collaborative work with other campus departments. Opportunities for involvement of the intern in other initiatives such as housing operations, campus center operations, and event management are also part of the experience. This position includes conference staff supervision and responsibilities on evenings and weekends.

**Specific Responsibilities**

Responsibilities include but are not limited to the following:

- Perform Conference Coordinator duties on nights and weekends when the Assistant Director is off-site. Hours will vary.
- Assistance with staff supervision of undergraduate Conference Assistants, including training, team building, delegation of duties, etc.
- Serve as a member of the Summer Conference Planning Committee (*includes Campus Center Staff, Facilities Management, Housekeeping, Public Safety, Conference & Event Management, ARAMARK Food Service, Technical Services, Information Technology, Athletics, Residence Life*)
- Aid Conference Assistants with day-to-day tasks
- Facilitate daily staff scheduling in conjunction with Senior Conference Assistant
- Assist with collection and preparation of conference details from groups and distribution of information to members of Summer Conference Planning Committee
- Work closely with Summer Housing Intern to coordinate staff to fulfill daily work needs
- Meet with conference groups to assess on-campus needs both prior to and during their stay
- Assistance with housing needs for residential conference groups. Most duties will be delegated to the Housing Intern who will help coordinate the Conference Assistants.
- Plan and facilitate team development with all summer conference staff members
- Assist with billing reports immediately following a conference departure based on group's facility usage, services required, supplies used, damages, etc.
- Document evaluation notes from student staff and conference planning group after events for inclusion in group files; help to facilitate immediate reporting of problems with conference groups to the Assistant Director, Director, etc. as appropriate

**Intended Outcomes/Goals of the Position**

- Gain experience in the field of Student Affairs in Higher Education by serving as a supervisor, mentor, and role model for undergraduate students
- Provide a greater understanding of summer conference operations and their benefits to the university (i.e. Recruitment of students, business model within a not-for-profit organization)
- Provide a basic orientation to the operations of various campus departments (facilities management, public safety, continuing education, campus activities, technical services, food services, residence life, information technology, athletics)
- Establish and develop good customer service skills (with both participants and conference organizers, both University and non-University affiliated)
- Participate in the continued assessment and improvement of the summer conference program at Susquehanna University

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**Supervision**

- The position is based in the Office of Conference and Event Management and will be supervised by the Assistant Director of Conference and Event Management, Keelie Schock.

**Qualifications**

- Must be a currently enrolled graduate student
  - Student Affairs program of study strongly preferred but not required
- Experience in summer conferences or event coordination preferred but not required
- Experience managing others (supervision of students preferred but not required)
- Must be an able-bodied person as physical labor is required
- Proven ability to foster a positive team environment strongly desired
- Willingness to learn quickly, ability to rapidly problem-solve efficiently and creatively, and readiness to work irregular hours are necessities for success in this position

**Equipment and Software Used**

- Microsoft Office Suite (particularly Word and Excel)

**Physical Demand**

Normal office environment tasks

Regular light-to-heavy lifting

**Contact with Others**

Constant contact with students, varied conference guests, faculty, staff, parents, and community members of all ages

**Education and Experience**

Bachelor's degree required

**Compensation**

- One-bedroom apartment in a campus residence hall; on-site laundry facilities
- Modified meal plan
- \$8.00/hr (equivalent to approx. \$3,500 stipend – based on 40 hr. work week)