Dear summer conference coordinator applicant:

Thank you for your interest in being a member of the 2017 summer conference staff. Our program offers excellent opportunities for students to expand skills, hone communication and customer-service abilities, and represent the best of the Whitworth University student population. We are searching for candidates who are willing to function in a changing, fast-paced environment, to work hard, and to develop their professional skills in a lively, team-based setting.

The position for which you are applying is a very important one. The summer conference coordinator (CC) will be the first Whitworth contact for many of our conferees. Commitment to great customer service, teamwork, and excellence are vital attributes to the success of our program. This position is viewed, therefore, not only as a summer job and opportunity for developing valuable skills, but also as a service to the university.

Before you begin filling out your application, take time to read all of the enclosed materials within the informational packet. The job description will help you understand more fully the position for which you are applying. As you study the enclosed application materials, I hope that you will become excited about the possibilities of being a CC.

Give special attention to the enclosed timeline. The application, cover letter, a résumé, and references must be complete by 5 p.m. on Thursday, March 9, 2017, in order for us to consider your application.

If you have questions regarding the deadline or the hiring process, please contact Dayna Coleman-Jones at x4565/dcoleman@whitworth.edu. Thank you for applying to be a conference assistant at Whitworth!

Sincerely,

Dayna Coleman-Jones and Ross Johnson

Summer Conference Department
Overview
A summer conference coordinator (CC) is in a highly visible position representing Whitworth University. The CC will be the first Whitworth contact of many of our conferees. Therefore, CCs’ commitment to customer service, teamwork, and excellence are vital attributes to the success of our program. This position is viewed, therefore, not only as a summer job and opportunity for developing valuable skills, but also as a service to the university. The conference assistant position runs from Tuesday, May 30-Friday, Aug. 11, 2017.

Position Summary
The CC is responsible for serving the needs of conference groups and their participants. The CC will be involved in all phases of the conference program, including general program preparation and the operation of and service to specific conferences. The CC will also provide support in housing and student life as needed between conference responsibilities.

Position Duties
- Serves as key contact with leaders of assigned conference groups
- Coordinates all pre-conference logistical requirements (e.g., special setups, audiovisual requests, sound arrangements, etc.)
- Works closely with food service, facilities services, custodial, security, auditorium and technical directors, athletics, and other personnel and departments on campus in arranging and representing group needs
- Handles residence-hall linen setups and takedowns and some table/chair sets
- Drives university vehicles when needed (e.g., shuttles, linen deliveries, etc.)
- Assists in preparation of conference information (signs, fliers, etc.)
- Manages inventory of conference supplies such as keys, bedding, equipment, etc.
- Meets and communicates regularly with leaders of conference groups
- Submits reports as required and provides necessary follow-up
- Maintains accurate and thorough files and databases on conference groups
- Prepares preliminary billing statements and utilizes Word, Excel, and Access computer programs daily
- Performs check-in and check-out procedures
- Assists in acquainting group leaders with Whitworth conference policies and procedures, emergency policies and facility layouts
- Is responsible for safekeeping of campus keys when assigned
- Rotates with other staff for cellphone duty
- Presents a positive image of Whitworth University by means of tidy appearance, pleasant disposition, positive attitude and a willingness to serve others
- Works a flexible daily and weekly schedule contingent upon event calendar
Requirements

Note: Candidates must be returning Whitworth students for fall 2017

- Demonstrate dependability, responsibility and good follow-through.
- Accept, follow and give directions.
- Maintain punctuality and flexibility.
- Provide knowledge of campus resources.
- Work independently with little supervision and successfully as part of a team.
- Be a self-starter.
- Handle several tasks simultaneously.
- Work under pressure and in fast-paced situations.
- Be willing to work hard and learn.
- Communicate effectively and professionally with conference attendees and staff members.
- Attend required training sessions and daily staff meetings.
- Reside in residence halls during conference season. (This will require temporary stays in various halls.)
- Wear clean conference attire when on duty.
- Present a tidy and professional appearance.
- Have the ability to meet the physical demands of the position including capability of lifting 30 pounds and climbing stairs.
- Demonstrate personal integrity and maturity both on and off campus.
- Perform the duties of the position at an acceptable level.
- Abide by both Whitworth’s behavioral expectations for students and job expectations as outlined in the Conference Assistant Training Manual.
- Handle equipment, supplies and confidential information (e.g., keys, contracts) responsibly.
- Pass a criminal background check.

Compensation

A room in a residence hall is provided during conference season.

Meals at the food service are provided when conference groups are on campus.

Conference attire: Two CA shirts are provided; khaki shorts/pants are required.

Salary: $11.15 per hour for 40 hours a week

Please note that some work, such as an additional training time prior to the conference season, is not compensated but is required.

Requested days off for special occasions (family reunions, weddings, graduation, etc.) will be taken into consideration and allowed if feasible. Dates must be approved in advance.

Note: Additional commitments (such as summer classes, volunteer work or other employment) are not permitted, as this is a full-time position which requires a flexible schedule.
Timeline & Interview Expectations

To apply for a conference coordinator (CC) position is to apply for a great job and also for the opportunity to represent Whitworth University to our guests. Therefore, the selection of this staff requires time and consideration.

The first two steps include your completion of an online application and your requests to three faculty/staff or former employers to complete reference forms. The application, cover letter, a résumé, and references must be complete by 5 p.m. on Thursday, March 9, 2017, in order for you to be considered. Please note: You must complete and submit the conference coordinator application before you submit a reference. It is your responsibility to ensure that all references have been completed and submitted prior to the date above. Any missing documents may render you ineligible for this position. See [http://www.whitworth.edu/Administration/StudentLife/index.aspx](http://www.whitworth.edu/Administration/StudentLife/index.aspx) under “View Student Leadership Positions.”

The third step involves a formal interview. When your application is complete you may receive an email indicating available interview times. However, not every candidate will be granted an interview. If you receive an email, you will be asked to sign up immediately for an interview time. Interviews are approximately 30 minutes in length. You are advised to dress professionally and arrive early.

A presentation piece will also be included in your formal interview. Listed below is a scenario the committee wishes for you to discuss/make a presentation on at the beginning of the interview. You are encouraged to be creative, inventive and resourceful. Five minutes total will be given to you to present on the following to the committee: (Note: Technology will not be available for your use during this time.)

Please demonstrate what you think it means to provide excellent customer service, creative problem-solving and constructive teamwork to highlight Whitworth’s conference program.

Following is the timeline of the application process: If you have questions regarding these deadlines or the hiring process, please contact Dayna Coleman-Jones at x4565/dcoleman@whitworth.edu. Thank you for applying to be a conference coordinator at Whitworth!

| Informational meetings | Monday, Feb. 27, 5-6 p.m.  
|------------------------|---------------------------  
| Location: George’s Place (upstairs in the HUB) | Thursday, March 2, noon-1 p.m.  
| *Recommended but not mandatory |  
| Online application, cover letter, résumé AND reference forms due | Thursday, March 9, by 5 p.m.  
| Interviews |  
| Location: TBA | Monday, March 13-Thursday, March 16  
| Decision letters sent via email | On or before Friday, March 17  


Application Instructions

1. Review this online information packet and position description carefully.

2. Go to the Student Life page on the Whitworth website.

3. Click on View Student Leadership positions related link found on the left side of the page.

4. Complete the Conference Coordinator Application online by 5 p.m. on Thursday, March 9, 2017.

As a part of the application process, you will be expected to submit a professional résumé and cover letter; upload this document within your application. The quality of your application and résumé letter is extremely important; poorly written materials will adversely affect your candidacy. For additional resources regarding résumés and cover letters, visit Career Services and/or use the following link: whitworth.edu/careerservices.

At the completion of your application, there will be an online prompt for you to provide the names and email addresses of three professional references (e.g., faculty members, staff members, or former/current employers). Students or peers are not eligible to write references.

Be sure to return these reference forms on or before Thursday, March 9, 2017, in order for you to be considered for a conference assistant position. It is your responsibility to ensure that all references have been completed and submitted prior to the date above.

6. You may check the status of your application at any time by selecting the View Student Leadership Application status on the Student Life webpage.

7. Once applications are complete, selected candidates will receive an email indicating available interview times. If you receive this email, you are asked to sign up immediately for an interview time.

If any questions should arise, please do not hesitate to contact Dayna Coleman-Jones at 509.777.4565/ dcoleman@whitworth.edu. Thank you again for applying.