

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

**Job Function**

Reporting to the Assistant Directors of Event Management, the Summer Conferences Coordinator Intern will serve as a member of the Office of 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 undergraduate conference staff supervision and responsibilities on evenings and weekends.

**Specific Responsibilities**

Responsibilities include but are not limited to the following:

- Work closely with Assistant Directors as a member of the professional staff; acting in their stead when they are off-campus. Hours vary and include nights and weekends.
- Directly supervise undergraduate Conference Assistants (CAs), 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, Event Management, Dining Services, Technical Services, Information Technology, Athletics, Residence Life*)
- Aid Conference Assistants with day-to-day, physical tasks as part of supervision
- Facilitate daily staff scheduling in conjunction with Senior Conference Assistant and Assistant Directors
- Collection and preparation of conference details from clients and distribution of informational reports to members of Summer Conference Planning Committee and CAs
- Partner with Summer Housing Intern to coordinate CAs to fulfill daily work needs
- Meet with conference groups to assess on-campus needs both prior to and during their stay
- Assist with housing needs for residential conference groups. Most duties will be delegated to the Housing Intern who will help coordinate and supervise the Conference Assistants.
- Plan and facilitate consistent team and personal development of Conference Assistants
- 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 facilitate immediate reporting of problems with conference groups to the Assistant Directors, 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, student activities, technical services, food services, residence life, information technology, athletics)
- Establish and develop good customer service skills with both participants and conference organizers (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 Event Management and will be supervised by the Assistant Director of 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
- Must be highly detail-oriented and able to handle many “moving pieces” of events
- Experience managing others required
- Must be an able-bodied person as physical labor and some heavy lifting is required
- Proven ability to foster a positive team environment
- 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 undergraduate 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
- Hourly pay rate