Student Conference Coordinator: Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Department:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Conference Coordinator</td>
<td>Conference and Guest Accommodations – Residence and Housing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hours Worked:</th>
<th>Salary:</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-office shifts are 28-35 hours a week (F/T)</td>
<td>$20.50/hr (paid bi-weekly)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dates of Appointment:</th>
<th>Positions Available:</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 4 - September 3, 2020</td>
<td>Three full-time positions</td>
</tr>
</tbody>
</table>

**POSITION SUMMARY**

The SFU Conference and Guest Accommodations Team coordinates the stay of individual guests and groups between May and August in our hotel, private residence rooms, and townhouses. Under the direction of the Manager Conference and Guest Accommodations, the Student Conference Coordinator is responsible for working with various external and internal groups that stay in SFU Residence during the summer. This includes communicating with group coordinators and guests via email and phone to ensure contract deadlines are met, inspecting rooms prior to their arrival, preparing room keys, coordinating the check-in process, and acting as a point of contact for the group during their stay.

Please note: the full-time positions can qualify for a co-op term.

**ENTRANCE QUALIFICATIONS**

- Experience with event planning and/or executing events with independent decision-making responsibilities.
- Customer service experience in the tourism and/or hospitality sector is considered to be an asset.
- Excellent organizational skills and attention to detail.
- Excellent customer service, interpersonal, and communication (both oral and written) skills.
- Excellent decision making and conflict resolution skills.
- Ability to work in a diverse team environment and to be supportive of team members.
- Ability to work with frequent interruptions.
- Ability to meet deadlines under pressure.
- Ability to lift, move and carry heavy equipment and materials (up to 15 kg).
- Ability to work in a variety of environments including buildings which are accessible by stairs only.
- Ability to proactively and intuitively identify and resolve problems.
- Ability to have a flexible schedule including daytime, evening, and weekend shifts in order to meet group and guest needs.
- Familiarity with a variety of computer applications including Microsoft Word and Excel, and basic email applications.
- Familiarity with SFU Residence buildings and policies.

**How to apply:**

Apply directly on our website: [bit.ly/sfuresidencejobs](https://bit.ly/sfuresidencejobs) and fill out the online application form including answering the candidate question. You must also submit a one-page cover letter and two page maximum resume by 12:00pm on February 14, 2020.

**Candidate Question:** What does hospitality mean to you?

You must save your cover letter and resume as PDFs. Your resume and cover letter should outline your qualifications and why you think you would be a good fit for this position.

If you have questions about this application, please email jennifer_cowan@sfu.ca.