The Guest Services Assistant (GSA) will work under the day-to-day supervision of the Conference Managers. The GSA will be involved in servicing the housing, dining, facility, and recreational needs of conference groups.

**Job Responsibilities**

- Attend all staff meetings and training sessions as set forth by the supervisor(s).
- Perform check-ins for conference guests (distribute keys, prepare and process check-in forms, etc.).
- Perform checkouts for conference guests (collect keys and linen, process paperwork, complete inventories of linen, damages, etc.).
- Answer phones, emails and submit work orders when necessary.
- Operate the cash meals sales at the Conference Services Information Center.
- Provide general assistance with the conference dining experience (greet groups, assist with group staggering, service as line checkers, etc.).
- Assist conference groups throughout their conference stay and at various conference activities.
- Anticipate conference guest needs and problems and take appropriate action.
- Enter and read detailed activity reports in the Conference Programmer database throughout each work shift.
- Prepare residence halls for the academic year at the end of the conference season.
- Work with Campus Dining Services in various roles including, but not limited to, line checking, food serving, catering, and dish washing.
- Serve in the on-call CA rotation that includes responding to client needs after hours. Employees must be within 10 minutes of Oberlin College when serving in the On Call role.
- Participate in the locking and unlocking of all college facilities.
- Perform other duties as assigned.

**Terms and Conditions**

- Compensation is $7.95 per hour.
- Room is provided from June 2nd through August 3rd, 2014. Live-in status is not required; however when assigned on-call duty you will be required to stay near campus. There is no additional compensation for students who decline on-campus housing. Housing is available from May 19th through June 2nd, 2014 by signing up for a Commencement Job. Housing is available from August 8th through August 31st, 2014 by applying to work in the Office of Residential Education. A meal plan is provided when the dining hall is open.
- Period of employment is June 2, 2014 through August 3, 2014.
- Training will be June 9-June 11, 2014 from 8:30 AM – 4:30 PM and is mandatory.
- Your work week will vary from 20 to 40 hours per week, with opportunities for overtime (sometimes required).
- Work hours are Sunday through Saturday and are based on two shifts: 7:30 AM – 2:30 PM, and 1:30 PM – 8:30 PM. Conference Assistants will be assigned to work both shifts and both weekdays and weekends.
- Weekly staff meetings are scheduled for Thursdays at 2 PM and are mandatory, regardless of whether COAs are scheduled for a regular shift.
- Applicants must be at least 18 years of age and must be either high school seniors enrolled in a college for the fall semester or be current college students.
- Applicants must have a valid driver’s license and meet the requirements set forth by the College to drive.
- All Oberlin College students are expected to vacate the halls by May 19 at 9 AM. If you would like to stay on campus through commencement, you must have a commencement job or be a graduating senior.
- Based on solid work behavior, all COAs will be allowed to store their belongings in their 2014-2015 academic year assignment in between employment end and school year start. No students will be allowed to stay on campus after Thursday, August 7 without permission from Residential Education.

If interested please email conference.services@oberlin.edu or stop in the Conference Services Office in Biggs Commons, Stevenson for an application.