Conference Services

Summer Housing Assistants – (Part-time)

Conference Summer Housing Staff positions are part-time positions, term limited, unbenefted positions. Under the direct supervision of the Housing Manager for Conference Services, and functional direction of other Conference Services staff, summer housing staff will work in collaboration with the Summer Housing Manager and the Summer Housing Coordinator.

General Responsibilities:

• Front Desk Operation:
  o Provide customer service to the front-desk operation of the Christiana Commons
  o Provide customer service for student/attendee check-out of Christiana Commons equipment such as basketballs, tennis racket, ping pong equipment, etc.
  o Provide assistance to attendees/students with mail and package pick up.

• Mailroom Management:
  o Manage intake, logging, and distribution processes of Laird campus packages using Tech-Track systems
  o Manage return to sender and forward mail processes, including advocacy to carriers and organization of any scheduled pickups
  o Identify and problem solve package challenges such as: packages without names, improperly addressed packages, etc.
  o Communicate with campus mail, mail carriers, and in-hall staff regarding package issues
  o Audit packages to process any that need to be returned to sender at least once a week
  o Maintain the system for perishable packages, including calling students who receive perishables, ensuring staff know the location of perishables, and working to deliver items as quickly as possible
  o Coordinate mailroom concerns with Housing Manager

• Misc.:
  o Work with Administrative Assistant in Conference office and Custodial office to maintain inventory pars
  o Maintain the printing kiosk by filling paper, toner, and reporting any maintenance issues
  o Assist with relevant Conference Services projects and programs as assigned

Qualifications:
Applicants must meet the following qualifications:

• Customer service skills
• Ability to regularly lift up to 50lbs over shoulder height unassisted
• Operate basic technology functions (including barcode scanners, iPads, and computer accessories)
• English language reading, writing, and conversational fluency
• Read and understand small, detailed writing on labels
• Stand up/sit down maneuvering in traversing a small behind-desk space
• Familiarity with Microsoft Office Suite

Compensation:
This is a part-time, miscellaneous wage position, with no University benefits. This position is temporary from June 2019-August 2019. The position is up to 29 hours per week, hourly rate is $9.00 per hour.

To apply:
Send a cover letter and resume to Cathy Matthews at matthews@udel.edu.

Employment offers will be conditional upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at: http://www.udel.edu/aboutus/legalnotices.html