Conference Registration Services Assistant

General Summary
The University of Colorado Boulder Conference Services (CUCS) offers students an opportunity to learn how to plan and organize conferences and events at one of the leading university conference operations in the country.

As a paid employee, this position is part of the professional Conference Services team for eight months working under the supervision of the Registration Services Coordinator as well as working with all other CUCS professional staff, clients, and conference groups.

The Conference Registration Services Assistant is responsible for day-to-day registration management via phone, e-mail/fax and mail-in registrations and is responsible in assisting with all preparation and execution of on-site registration conferences. The successful candidate will gain experience in customer service, conference planning and coordination including communication, teamwork, registration, logistics management, customer service, and financial management. The position starts in January with 5-10 hours per week. Hours will increase during May, June, and July up to 30-40 hours per week. The position end date is August, though the exact date is to be determined and may be extended based on need.

CUCS creates value-driven experiences that drive positive impressions for the University, our clients, and the participants of these events.

Job Responsibilities
- Responsible for assisting the Registration Services Coordinator and professional staff in day-to-day registration and conference operations.
- This person must have excellent customer services skills as they will handle many clients’ initial telephone calls and e-mails. They are the first person met when arriving at the CUCS office.
- Respond to all registration e-mails & phone messages, computer work, handling inquiries to assist with conference registrations, housing reservations, running errands
- Works with credit card charges and transactions as well as assisting with financial reconciliation of conferences
- Computer skills and willingness to learn registration and conference management software (prefer experience/willingness to learn Microsoft Excel)
- Assists with preparation and execution of on-site registration for all conferences
- Interact and effectively communicate with clients, professional staff and peers
- Attend weekly staff meetings and actively report and provide updates on assigned responsibilities
- Special projects as assigned

Note: Second jobs & classes are generally not allowed in the Summer Semester and must be approved in advance.

Professional Development Opportunities
- Attend a bimonthly speaker professional development speaker series (May – August)
- Meet with HDS stakeholders and campus partners identified as interest areas
Qualifications & Skills

- A demonstrated interest in customer service and conference and event management
- A high level of maturity and professional conduct
- Ability to work independently with little supervision, handling multiple deadlines and projects
- Task and detail oriented
- Enjoys working in a diverse, professional environment
- Ability to lift up to 50 lbs. occasionally
- Required 5-10 hours a week during the academic year, based on availability
- 30-40 working hours Monday-Friday (Summer Season, May-August)
- Weekend and evening hours are required as necessary
- A valid driver’s license and successful background check are mandatory for this position
- Must be a currently enrolled University of Colorado student in good standing
  - Must be a student during the Fall of 2016

Remuneration
The CU Cordova Conference Registration Services Assistant earns $10.55 per hour. These hours are not to exceed 50 hours over a two week pay period during the spring semester and not to exceed 80 hours over a two week pay period during the summer semester. Hours will flex from week to week based on conference and office needs.

Application Procedures
Submit a resume and custom cover letter to explain your interest in the position via email to conferences@colorado.edu by Friday, December 11, 2015 by 5pm (MST).

Questions may be directed to Nikki Jones, Registration Services Coordinator: (303) 492-5543 or Nicole.Jones@colorado.edu. Interviews will be scheduled for mid-December with a start date in January.