CUCS Student Assistant

General Summary
The University of Colorado Boulder Conference Services (CUCS) is one of the leading university conference operations in the country. CUCS creates value-driven experiences that drive positive impressions for the University, our clients, and the participants of these events.

As a paid employee, this position is part of the Conference Services team working under the supervision of the Assistant Director of Conference Operations (AD-CO) as well as working with other CUCS professional staff, residence life staff and students.

This Student Assistant position is responsible for day-to-day support of the ADCO. The primary role during the 2016 spring semester will be to provide support for the student summer staff hiring process. The summer staff consists of Registration Services Assistant, Conference Coordinator Assistants, Operations Assistants, Student Managers, Community Assistants and Night Community Assistants.

The successful candidate will have strong attention to detail and excellent customer service skills. The position starts in January with 10-15 hours per week with the opportunity to continue through August increasing hours to 30-40 hours per week during May-August.

Job Responsibilities
- Responsible for assisting the ADCO in day-to-day maintenance of the eRezlife software system.
- Respond to all application e-mails & phone messages, computer work, handling inquiries and process oriented questions.
- Assist with preparation and execution of all aspects of the staff selection process and training preparation
- Interact and effectively communicate with professional staff and candidates
- Additional 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: This person must have excellent customer services skills as they will handle many students’ initial telephone calls and e-mails.
- A high level of maturity and professional conduct
- Computer skills and willingness to learn eRezlife hiring management software
- 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 10-15 hours a week during the academic year, based on availability
• 30-40 working hours Monday-Friday (Summer Season, May-August)
• Weekend and evening hours 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

Remuneration
This Student Assistant position 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 needs.

Application Procedures
Submit a resume and custom cover letter to through the eRezlife system by Friday, January 15, 2016 5pm (MST).

Questions may be directed to Andrea Kragerud, Assistant Director, Conference Operations: (303) 735-2580 or andrea.kragerud@colorado.edu. Interviews will be scheduled for mid-January with a start date in late January.