

Conference and Event Services
Tier 1 – Conference and Event Services Student Office Support
Job Description
2024

Job Title: Tier 1 – Conference and Event Services Student Office Support
Department: Conference and Event Services
Reports To: Annessa Parisi

Summary of the Position

The Student Office Support staff assume an active role in assisting the full-time staff with administrative, planning and Conference planning functions. This position may serve as the initial representative of Conference and Event Services to staff and guests. The hours for this position vary based on the assigned project work and could include evening and weekend work.

Job Duties

The Student Office Support staff will work under the direction of the Lead Coordinator who reports to the Conference and Event Services Director. The following duties may be a part of the position:

- Assist in preparing materials such as name tags for upcoming events.
- Assist with door unlocking and room securing as needed for events.
- Assist with on-site registration including set up and tear down.
- Assist in researching potential clients for Conference and Event services.
- Revise and update manuals and documented processes.
- General filing and photocopying of conference materials.
- Computer work as requested to support events.
- Serve as an information resource.
- Engage and contribute to a culture of diversity, equity, and inclusion within Illinois.
- Other duties as assigned.

Knowledge, Skills, and Experience

Customer service skills are essential. Computer experience with Microsoft programs.

Training/Learning Goals

- Training and instructions will be provided by the supervising Lead Coordinator or Conference and Event Services Director.
- Have the ability to provide sound customer service to diverse populations.

Organizational Relationship

The work performed by the individual in this position is supervised by the Lead Coordinator who reports to the Conference and Event Services Director. The individual in this position provides support to the Conference and Event Services Office. The individual may interact with other university departments within the university community. The individual may also interact with other students and people outside the university community.

Physical Requirements

- May be requested to lift items.