

**2017 Summer Conference and Marketing Assistant
Position Overview****FRESNO STATE**

University Courtyard

Application Deadline: Monday, October 9th at 5pm. Return to the Atrium Front Desk**Job Description**

Provide the University Courtyard Summer Conference program and Marketing Department with dedicated and enthusiastic service. Promote on-campus living to current and prospective residents as well as the community, and current and prospective students of California State University, Fresno. Promote the Summer Conference program and help the Summer Conference Coordinator maintain facilities during summer.

The Summer Conference and Marketing Assistant is under the direct supervision of the Summer Conference and Marketing Coordinator.

Minimum Qualifications

- Current Fresno State Student (Freshman or Sophomore preferred)
- Strong Communication and Leadership Skills
- 18 years of age or older
- Basic Microsoft Word and Excel skills.
- Event Planning and Marketing experience (preferred)
- Current or previous University Courtyard resident (preferred)
- Bilingual (preferred not required)

Expectations

- Full-time commitment to the Summer Conference program during the summer months (Late May – Mid August).
- Part-time commitment to the Marketing Department during the academic year (Mid-August – Late May).
- Work cooperatively as a part of the Summer Conference and Marketing Department team.
- Demonstrate exceptional interpersonal, communication, and public speaking relations skills.
- Ability to learn new software and procedures.
- Ability to handle multiple tasks and deadlines.
- Ability to deal successfully with difficult, demanding, or dissatisfied customers.
- Ability to arrive on time and work all scheduled shifts.
- Uphold California State University, Fresno Association Inc. integrity standards provided in staff manual and policies as stated in the University Courtyard Student Handbook.
- Be familiar with campus facilities, policies, and regulations (training provided).
- Complete Defensive Driving (training provided).
- Read and completely understand the current on-campus living application brochure, University Courtyard Student Handbook and Weekly Planner, and other written materials as provided.
- Fulfill responsibilities of position description and stated job expectations of supervisor.

Summer Conference Responsibilities

- Assist the Marketing and Summer Conference Coordinator with the following:
 - Maintaining floor plans and building charts of University Courtyard for use during the Summer Conference program.
 - Making necessary reservations and arrangements for summer conference groups.
 - Preparing paperwork for booking summer conference groups; including preparing floor plans, proposals, and license agreements.
 - Contacting group leaders prior to group arrival and obtaining required conference information and materials.
 - Training of Summer Staff in summer policies and procedures.
 - Taking inventory of and ordering summer publications and forms.
- Establish and maintain summer training, policies and procedures, and conference group master binders.
- Attend all training sessions and workshops arranged for summer staff.
- Attend and participate in weekly staff meetings.
- Work with the University Courtyard Summer Staff in the preparation, printing, and posting of various summer conference signs (Such as welcome and directional signs, bathroom designations, campus and community maps, campus facilities and hours available for use, linen exchange information, emergency contacts).

Assume additional responsibilities as identified by the Summer Conference and Marketing Coordinator.

Marketing Responsibilities

- Provide tours of University Courtyard to prospective students and families.
- Post informational signs/posters.
- Update pre-designed University Courtyard publications, brochures, signage, and forms.
- Planning and execution of promotional and staff/resident appreciation events.
- Up-date and participate in giving on-campus living presentations.
- Contribute articles to a weekly Housing Happenings newsletter.

Compensation

- \$10.50 per hour (minimum wage)
- Approximately 12 hours per week for Fall; approximately 20 hours per week for Spring; approximately 40 hours per week for Summer.

Remove this coversheet before submitting your application

Personal Information:

Name: _____ Fresno State ID#: _____

Phone: _____ E-mail Address: _____

Are you bilingual? YES NO What other language(s) do you speak? _____

Major: _____ No. College Units Completed as of May/2017 _____ Cumulative GPA _____

Permanent Address:

_____		_____
Street Address		Apt/Suite
_____		_____
City	State	Zip Code

Local/On Campus Address:

Check this box if your Local/On Campus Address is the same as your Permanent Address.

_____		_____
Street Address		Apt/Suite
_____		_____
City	State	Zip Code

1. Have you ever been employed at University Courtyard? (Circle One)

YES

NO

If yes, list the position(s) held and date(s) of employment:

2. Are you in good financial and disciplinary standing with: (Circle One)

- a) Fresno State: YES NO
- b) University Courtyard: YES NO

If no, explain:

3. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

4. Briefly describe any customer service experience you have provided in a volunteer or paid position:

5. After reviewing the job description, if you were selected for this position, explain how the skills you currently have would contribute to your job success:

Communication Skills:

Organizational Skills:

Personal Strengths: _____

6. List computer experience and software applications used: _____

7. Are you available to work an average of 30-40 hours per week (including evenings and weekends) during Summer 2018?

YES

NO

If no, explain:

8. Are you available to work an average of 15-20 hours per week during the Fall and Spring semesters?

YES

NO

If no, explain:

9. Are you willing and prepared to provide University Courtyard's Summer Conference program and Marketing Department with dedicated and enthusiastic service for a **minimum of two years**?

YES

NO

If no, explain:

10. **References:** NOTE: It is your responsibility to submit a resume and letters of recommendation in addition to this application. Letters of recommendation are not required, but strongly encouraged.

Name: _____

Occupation & Title: _____

Contact: _____

Name: _____

Occupation & Title: _____

Contact: _____

I certify that the information provided in this application is true and correct to the best of my knowledge.

Applicant Signature _____ **Date** _____

**Return the completed application to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue M/S RH 82 Fresno, CA 93740-8013**

If you have any questions please contact the Marketing and Summer Conference Coordinator at
acaneva@csufresno.edu.

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