

INFORMATION PACKET FOR 2011 SUMMER CONFERENCE STAFF POSITIONS

Dear Applicant:

Thank you for your interest in becoming an Office of Conference Services staff member. Before filling out the application form, please read the attached job descriptions and duties. Should you have any questions feel free to call me at (610) 683-1359.

Application criteria:

- (1) Completed application
- (2) Two recommendations returned by time of interview
- (3) Attend the applicant social on February 16, 2011, at 9:00pm in MSU 250
- (4) An interview with the Director of Conference Services

NOTE: Should there be a large applicant pool, a pre-interview screening of applications will be used to restrict the number of interviews.

The enclosed application and recommendations are to be returned no later than 4:00pm on February 16, 2011, to:

Kutztown University
Office of Conference Services
Education House
Kutztown, PA 19530
(610) 683-1359

Thank you for your interest.

Sincerely,



Terry Sitler
Director of Conference Services

THE KUTZTOWN UNIVERSITY OFFICE OF CONFERENCE SERVICES

The Kutztown University Office of Conference Services is under year round direction of the Director of Conference Services who serves as a contact person and coordinator of all camps, conferences and outside events. During the summer months the Director is assisted by students working as part of the Conference Services Team. Kutztown University generally hosts 70 - 100 conferences consisting of approximately 13,000 guests. These conferences range from athletic camps to professional educators seeking continuing education. Employment with the Conference Services Team should be viewed as an opportunity for summer employment, an opportunity to learn and an opportunity to be part of a team that is hardworking and fun.

The Kutztown University Office of Conference Services is located physically in the Education House. The Conference Services Office is part of the University Advancement Division which is made up of the Offices of Admissions, University Relations, Cultural Affairs, Foundation and Alumni Affairs.

The Kutztown University Office of Conference Services strives to provide maximum customer service by acting as a liaison and coordinator between those providing and those desiring conference services. The Conference Services Staff Team acts as representatives and participants of the university educational mission through aiding the efforts of admissions, continuing education, athletics, scholarships and other endeavors. The Office of Conference Services is committed to the enhancement and promotion of the Kutztown University community.

2011 SUMMER CONFERENCE SERVICES STAFF GOALS

1. To provide excellent customer service as measured through continuous evaluation.
2. To serve as liaisons to guests as the persons coordinating and channeling requests through proper university channels.
3. To maintain a friendly and open relationship among conference staff, campus departments and personnel.
4. To represent Kutztown University in the best possible manner.
5. To set an excellent precedent for future conference operations.
6. To maintain a good relationship between conference staff and visitors.
7. To be active participants in the university mission.
8. To take advantage of the role models offered to us on campus, as well as act as role models for our visitors and guests.

**KUTZTOWN UNIVERSITY
OFFICE OF CONFERENCE SERVICES**

APPLICATION FOR SUMMER CONFERENCE POSITIONS

NAME _____ DOB _____

Student ID Number _____ (for KU students only)

Social Security Number _____ (for non-KU students only)

Local Address _____

Local Phone _____

Permanent Address _____

Permanent Phone _____

Cell Phone _____

KU Email Address _____ @live.kutztown.edu

Alternate email address for non-KU students _____

Employee Work Identification Number _____ - ____ (for KU students only)

Current Year: FR SO JR SR Grad Other Major _____

List former and present extracurricular activities indicating leadership roles, offices held, honors received, etc.

List, in chronological order, your work experience to date, including part-time, volunteer and summer positions (please attach separate sheet for additional work experience).

1. _____ __/__/__ to __/__/__
Description: _____

2. _____ __/__/__ to __/__/__
Description: _____

3. _____ __/__/__ to __/__/__
Description: _____

4. _____ __/__/__ to __/__/__
Description: _____

Beginning the summer of 2011:

- 1. Summer Conference Staff Members will not be permitted to take summer classes (except for on-line classes).**
- 2. Any additional employment (outside of the Conference Services Position) will need prior approval from the Director of Conference Services.**

What experience, skills or talents do you possess that would enable you to become a vital member Conference Services Office?

Why are you applying for a Conference Services position?

References: Two recommendations from college staff/faculty/or recent employers must be submitted to the Director of Conference Services before your application will be considered complete. List below the two individuals to who you plan on sending the recommendation forms. All forms should be returned directly to the Office of Conference Services. Additional recommendation forms are available upon request.

	NAME	ADDRESS	PHONE
1.	_____	_____	_____
2.	_____	_____	_____

I have read the job description and understand the responsibilities of the position for which I am applying. If selected for a position, I am willing to accept those responsibilities and to serve the entire work period.

Signature_____ Date_____

**THIS APPLICATION MUST BE RETURNED TO THE OFFICE OF
CONFERENCE SERVICES (EDUCATION HOUSE).**

RECOMMENDATION FORM FOR 2011 SUMMER CONFERENCE STAFF POSITIONS

Applicant: Please print or type your name in the blank and present this to each of your references.

(Applicant's name)_____ is seeking a position on the 2011 Office of Conference Services staff. This recommendation will help us make relative evaluations among candidates. Please respond to as many of the items as you can based on your knowledge of the applicant and return to the Office of Conference Services in the Education House. Please provide information that is accurate and as candid as possible. No application can be processed before all material is received, so we appreciate your prompt attention to this recommendation. Thank you for your assistance. **Recommendations will be kept confidential.**

Job Summary: Conference staff will assist in **all facets** of the Conference program. Staff will be responsible for servicing the needs of conference groups and their participants. This will include administrative, clerical and physical operations necessary to provide support services to conference participants, and involvement in all phases of the conference program to include (1) servicing general program preparation and operation, and (2) servicing specific conferences -- (a) pre-conference preparation, (b) during-conference services, and (c) post-conference follow up.

Required skills:

- (1) Dependability and follow-through.
- (2) Ability to accept direction.
- (3) Administrative ability (details are very important).
- (4) Punctuality.
- (5) Present a positive image of self and the University and have a tidy appearance.
- (6) Provide clear directions on registration procedures.
- (7) Enjoyment of working with people from all backgrounds.
- (8) Ability to work independently with little supervision.
- (9) Communicate effectively with conference groups.

AND ABOVE ALL

- (10) Possess a willingness to work and learn, and be a part of a Conference Services team striving for a common goal.

Commitments:

- (1) Orientation/staff training.
- (2) Weekday, evening and weekend responsibilities - depending on conference schedule and assignments.
- (3) A multi-faceted job -- quick-paced work and excellent educational/learning experience.

ITEMS BELOW TO BE ANSWERED BY PERSONS WRITING RECOMMENDATIONS

Your name (print)_____

Position/Title_____

How long have you known the applicant? _____

How well do you know the applicant? (very well) 5----4----3----2----1 (not well)

How confident are you in evaluating the applicant? (very) 5----4----3----2----1 (not very)

Below, please rate the individual in the following categories and place a check mark where appropriate.

	Excellent	Good	Fair	Unsatisfactory	Not applicable
Leadership					
Confidence					
Enthusiasm					
Appearance					
Maturity					
Motivation					
Listening					
Approachability					
Common Sense					
Sense of Humor					
Communication Skills					
Campus/Area Know.					
Overall Evaluation					

Based on your knowledge of the applicant, do you have any reservations about this person's suitability for appointment to a Conferences Services staff position? If yes, please explain: _____

Other Comments _____

Check the Appropriate section below:

___ Recommend strongly ___ Recommend ___ Recommend with reservations

___ Do not recommend ___ Other (specify) _____

Signature _____

Date _____

Address _____

Phone _____

Please see that this recommendation is received in the Office of Conference Services, Education House, Kutztown University, Kutztown, PA 19530 (610-683-1359). Thank you very much for your assistance.

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___Do not recommend ___Other (specify) _____

Signature _____

Date _____

Address _____

Phone _____

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