



The mission of the Department of Conference Services at Loyola University Chicago is to provide a setting that is welcoming, hospitable and inviting for conferences, workshops, meetings, wedding receptions and other programs.

The Conference Services Department at Loyola University Chicago is gearing up for our 2016 Summer Conferencing season. Both of our campuses will be hosting numerous groups with summer programming needs. Due to the nature of the conferencing season, we are hiring student leaders to fill diverse, multi-faceted positions. We are looking for students who excel in communication and team-building skills, have outstanding work-ethic and initiative, and have high standards of professionalism and customer service. Detailed below are our expectations and short descriptions of the different areas for which we will be hiring. Positions will be assigned to a specific campus. Please note that all positions may be rotated between the Lake Shore and Water Tower campuses.

1. Availability to work thirty-two to forty hours per week, including weekends, holidays, evenings, and nights. Extra hours may be necessary. Please note that hours will be available based on business levels. Students will work at least thirty-two hours per week. Students will NOT be able to hold secondary work positions at Loyola while employed for Conference Services.
2. Are enrolled, as a student at Loyola University Chicago. NOTE: Students must be enrolled in classes in Fall 2016 (part-time or full-time status) to apply. For more information about this, please contact cs-employ@luc.edu.
3. Are completely available from **May 10th** through **August 12th**.
4. Some positions may allow for summer class schedules. If so, you may only take one class or one lab during each summer session. If you do take a class or lab in the first session, it cannot interfere with training dates and times scheduled by your manager. Only one class or one lab can be taken at a time and manager approval is required. If a class or lab is taken, you still need to be available for 32-40 hours. You are not eligible to work with Conference Services in the summer if you take more than one class or lab per summer session.
5. Have substantial knowledge of Loyola University Chicago Lake Shore and Water Tower Campuses.
6. Solid background and experience in customer service.
7. Solid communication and administrative skills.
8. Are outgoing, energetic, and able to solve customer concerns.
9. Must attend all training sessions and participate in scheduled staff meetings.
10. Must be able to move and handle up to fifty pounds.
11. Must be reliable, responsible, collaborative, and flexible.
12. Must display a service-driven attitude.
13. Must excel in team settings and possess an ability to work with many different groups of people

13. Must have a 2.0 cumulative GPA at the time of application and maintain a 2.5 cumulative and semester GPA for the duration of their employment.
15. Must remain in good standing with the University, including no significant or recent student conduct history.
16. Must successfully pass a criminal background check conducted in conjunction with the Human Resources office.

Housing Requirement:

All summer conference staff must live in the residence halls for the duration of their employment in the role and assist in facilitating the community living experience. In general, housing provided to an LUC employee at either no charge or at a reduced rate, is considered taxable income to the employee, unless an exception applies.

IRS Section 119(a) provides an exception for housing if the following three criteria are met:

- The housing is provided on University premises – (Treasury Reg 1.119-1 (‘c)1 defines premises as the “place of employment of the employee”)
- The housing is provided for the University’s convenience
- The housing is required as a condition of employment (This means that the employee be required to accept the lodging in order to enable him/her to properly perform the duties of his/her employment)

If **ALL three** criteria are met, the value of the housing is excluded from the employee’s income. The housing should also not be paid as an allowance, otherwise it becomes taxable.

The failure to meet any of the above criteria will cause the value of the housing to be included in the employee’s income.

*Please note that **ALL** student staff must live within the residence halls of Loyola University Chicago in order to be employed by Conference Services. Failure to accept this agreement with Conference Service’s summer housing will result in immediate termination of your summer contract.

Training Requirements: All staff is required to meet for a general meeting to go over expectations for the summer, answer any questions that you may have, and give you an opportunity to meet the rest of the staff. This meeting will be held **Saturday, April 2nd, 2016**. You must be available from **9:00 am to 5:00 pm** for this meeting. Staff members must also be available from **9AM-5PM every day of the first (training) week**.

Job Responsibilities:

1. Fulfill the responsibilities of the Job Description including additional responsibilities assigned by your supervisors and/or as directed by Conference Service Manager or Director.
2. Failure to comply with any stipulation in the Terms of Appointment document or Job Description could result in job-related disciplinary action to and include termination.

Compensation: Summer Conference Staff will receive a generous compensation package with an hourly wage to be discussed during the interview process. Some positions may allow for summer class schedules. If so, you may only take one class or one lab during each summer session. If you do take a class or lab in the first session, it cannot interfere with training dates and times scheduled by your manager. Only one class or lab can be taken at a time and manager approval is required. If a class or lab is taken, you still need to be available for 32-40 hours. Please note that if hours do not fall within the needs of Conference Services, Conference Services is not obligated to schedule you for the 32 hour minimum.

As always, it is our goal to provide the best customer service possible to our guests. If you're interested in being part of our team, please fill out the application and return it with your interview application. Applications will not be considered if the recommendation forms are not received by the due date. All applications, interview applications, and recommendation forms are due by **Friday, February 5th, 2016** by **5:00 pm**. You can return these items to:

- **In Person** at our office:
 - Lake Shore:** Centennial Forum, Suite 100
 - Water Tower:** Baumhart Hall, Suite 401
- **By Email:** cs-employ@luc.edu
- **By Fax:** 773-508-3181 or 312-915-6255 (*If you fax application materials, please send an email to cs-employ@luc.edu to make sure we received it.*)

Please make sure that everything on this application is truthful and answered to the best of your ability; and that you meet all the requirements for this position. **All applications are due February 5th, 2016 at 5PM. Everything on this application should be legible, especially your email (this will be our primary form of communication).

Conference Services Summer 2016 Employment Application

Interview Information

Group Interviews are scheduled for **Tuesday, February 23th** in **Palm Court** from **6-8PM** and **Wednesday, February 24th** in **Regents Hall** from **6-8PM**. It will consist of a 30 minute group interview followed by 10 minute individual interviews. You must be available for an interview during one of these weeks. Questions are always welcome and can also be directed to cs-employ@luc.edu.

How our Interview Process Works: Everyone is required to attend a group interview session. Please see the requirements below. We may call you back for a second individual interview however, if you are not called back for a second interview, this does not mean you are not hired. Individual interviews allow us the opportunity to ask you more specific questions. Our offer letters will be sent by **Monday, February 29th, 2016**

Requirements for Interviews: For your interview, we ask that you are dressed nicely and are prepared for interview-type questions and interactions with other potential team members. We ask that you bring a résumé to your group interview session. If you will be taking classes during the summer sessions, we ask that you have all classes finalized. We will need you to provide information on all classes that you will be taking during the summer. You may only take one class or one lab during each summer session. If you do take a class or lab in the first session, it cannot interfere with training dates and times scheduled by your manager. Only one class or lab can be taken at a time and manager approval is required. Also, you need to provide information regarding other commitments that you have during the summer. You may be allowed some opportunity for unpaid time-off during your employment, however, we strongly encourage team members to plan ahead and take family vacations prior to the beginning of the year. Otherwise, you are expected to work **May 10th** through **August 12th, 2016**. Finalized schedules should be given to us during your group interview session. If there are any conflicts with these requirements, we need them on paper, given to us during your group interview session.

Also, all staff is required to meet on **Saturday, April 2nd, 2016** for a meeting/training to go over expectations for the summer, answer any questions that you may have, and to give you an opportunity to meet the rest of the staff. You must be available to meet between **9:00 am** to **5:00 pm**. If there is a conflict with meeting on this date and time, we need to know during your group interview session. Failure to comply with the training requirements will result in termination from the Conference Services Department.

Employee Information:

Please provide us with your Information. **Please note:** ALL communication will be through your LOYOLA email address. It must be a valid Loyola email address otherwise you will not be considered for a position.

Name:	
Address:	
Address2:	
City/Town:	
State:	
ZIP:	
Country:	
Loyola Email Address:	
Cell Phone Number:	
Year in School	<input type="checkbox"/> Freshman; <input type="checkbox"/> Sophomore; <input type="checkbox"/> Junior; <input type="checkbox"/> Senior-Graduating in May 2016; <input type="checkbox"/> Senior-Graduating in Fall 2016; <input type="checkbox"/> Graduate

**You must be enrolled in classes in Fall 2016 to apply for any position with Conference Services.

I have read and agree to the requirements, appointment terms and conditions laid out by the Conference Services Department. YES NO

I am available for an interview:

Group Interview Session Lake Shore - Tuesday, February 23rd, 2016, 6:00pm- 8:00pm

Group Interview Session Water Tower - Wednesday, February 24th, 2016, 6:00pm- 8:00pm

An email will be sent by **February 19th, 2016** with your scheduled time.

If you cannot make it, please explain why and a time that you are available

Job Descriptions

Front Desk Personnel – In this position you will greet all those checking-in or -out of the residence halls at Loyola. You will/may:

- Maintain the key inventory and report any lost keys or Prox cards.
- Fill out all necessary paperwork needed to invoice the group correctly.
- Communicate room turnovers to the Housing Department, in order to make sure that the rooms are cleaned and ready for the next guest.
- Be in charge of closing out each guest's bill and collect payment on any incidental charges not covered by the master invoice.
- Have periodic overnight duty.
- Manage the meal cards the guests use for their meal plans.
- Perform concierge services for guests, ex: arrange for taxis, restaurant suggestions, etc.
- This position has a very demanding schedule requirement, including overnight shifts and split shifts to accommodate for check-in/out times.
- Provide golf cart and van driving services.
- Perform additional duties as assigned. May assist with housing duties.
- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require on call services from **11 p.m. to 7 a.m.**; monitoring guest activities as well as being visible, approachable, and regularly available to conference guests
- On campus housing requirement

Guest Liaison - You are the main contact for the meeting/program planner who is bringing their event to our campus. You will/may:

- Be available to the planner for the duration of their event via face-to-face contact and cell phone.
- Greet them when they arrive, provide them with their welcome packet, and go over any last minute concerns or questions.
- Verify that the conference/meeting rooms have been set based on the planners' instructions and verify all other arrangements.
- Assist conference guests with last minute requests.
- Assist with instructing the speakers on how to use the audio-visual equipment and some emergency room setups.
- This position has a very demanding schedule requirement, including being on-call while your conference is in town or working in the morning, taking a break, and returning to work again in the Evening.
- Perform additional duties as assigned. May assist with audio-visual duties.
- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require on call services from **11 p.m. to 7 a.m.**; monitoring guest activities as well as being visible, approachable, and regularly available to conference guests

Audio-Visual Personnel - You will set-up and/or run all audio-visual setups using "fixed" or rented equipment. You will/may:

- Greet speakers and instruct them on how to run the equipment
- Transport equipment from across campus.
- Keep track of all equipment used and the addition of any equipment for billing purposes and communicate that with other team members.
- Help with some emergency room setups.
- This position offers a flexible schedule but it is often at odd hours of the day including early morning and very late shifts.
- Perform additional duties as assigned. May assist in Guest Liaison duties.

- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require on call services from **11 p.m. to 7 a.m.** ; monitoring guest activities as well as being visible, approachable, and regularly available to conference guests

Housing Personnel – You will coordinate all housing related needs. You will/may:

- Work with facilities staff and provide them with room cleaning rotations.
- Prepare guest rooms for arrival. This includes making beds, vacuuming, and straightening rooms.
- Conduct room inspections to make sure that the rooms are being cleaned as instructed.
- Coordinate laundry service pick-ups and drop-offs and maintain inventories.
- Inventory furniture, equipment, and room condition on an on-going basis during the summer program
- Assess fines and damages to rooms where damage has occurred.
- This position offers a flexible schedule, most shifts are a standard day shift, but there is several times where you may need to work at night, early morning, or weekends.
- Perform additional duties as assigned. You may assist with Front Desk duties.
- Assist with overseeing conference guest(s) lodging within resident halls. Duties include: Responding to emergency and non-emergency guest situations and contacting the proper personnel for assistance if necessary; nightly rotational duty schedules which will require on call services from **11 p.m. to 7 a.m.** ; monitoring guest activities as well as being visible, approachable, and regularly available to conference guests

Name _____

Where do you feel that you are best suited within Conference Services (i.e. Front Desk, etc.)

	Guest Liaison	Front Desk	Audio/Visual	Housekeeping
1-Most				
2				
3				
4				
Please tell us Why?				

Application Questions: Please answer the following questions to the best of your ability.

Why do you want to work for Conference Services?	
What do you hope to gain from your experience working for Conference Services?	
What do you think you can contribute to the Loyola community as a Conference Services employee?	
What past experiences do you have that could help you in the position with Conference Service?	

Additional Information: Please answer the following questions.

How did you hear about us?

- | | |
|--|--|
| <input type="checkbox"/> Career center (website) | <input type="checkbox"/> Flyer |
| <input type="checkbox"/> Flat Screen TV's | <input type="checkbox"/> Loyola Focus |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Past Employee |

Are you planning on taking summer classes? ____YES* ____NO

**If yes, what are the dates/times of the class? As stated above, you may only take one class or lab per summer session or you will not be able to work for Conference Services.*

Do you have any other commitments during the work period that we should be aware of, i.e. volunteering, week of vacation, other Loyola employment? NOTE: We expect all applicants to be able to commit to a forty-hour workweek including night, weekend, holiday, and potentially overnight shifts.



CONFERENCE SERVICES

Recommendation Form

Name of Candidate: _____

The above person is applying for a position as a Conference Services Summer employee at Loyola University Chicago. Please have the applicant provide you with a brief description of what the job entails.

Please review the major responsibilities of the position and then respond to the recommendation questions.

Does/Is this candidate:

Have the ability to make a positive first impression? Yes No Have not observed

Have developed emotional control and self-confidence? Yes No Have not observed

Self-motivated and independent? Yes No Have not observed

Work well under pressure? Yes No Have not observed

In what capacity do you know the applicant? _____

How long have you known this applicant? _____

Comments, Praises, or Concerns? Please help us to learn more about the applicant, in order to help us place them in the appropriate position, if chosen.

Based on your knowledge of this candidate and the responsibilities of the Conference Services department, do you recommend her/him for a position?

Yes Yes, but please see comments above No

Name: _____

Address: _____

Phone: _____

E-mail: _____

Signature: _____

Date: _____

Thank you for your interest. Please return to: Conference Services: Centennial Forum - Suite 100, cs-employ@luc.edu, fax to 773-508-3181, or mail to Conference Services – 1032 W. Sheridan – Centennial Forum, Suite 100, Chicago, IL 60660.



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Based on your knowledge of this candidate and the responsibilities of the Conference Services department, do you recommend her/him for a position?

Yes Yes, but please see comments above No

Name: _____

Address: _____

Phone: _____

E-mail: _____

Signature: _____

Date: _____

Thank you for your interest. Please return to: Conference Services: Centennial Forum - Suite 100, cs-employ@luc.edu, fax to 773-508-3181, or mail to Conference Services – 1032 W. Sheridan – Centennial Forum, Suite 100, Chicago, IL 60660.



Chicago's Jesuit University

**LOYOLA
UNIVERSITY
CHICAGO**

ATTACHMENT B

TEMPORARY PART-TIME EMPLOYMENT/FEDERAL WORK STUDY APPLICATION

Date: _____

Name: _____

Local Phone Number: _____
(Area Code)

Local Address: _____
Street City/State/Zip

Permanent Address: _____
Street City/State/Zip

Permanent Phone Number: _____ Social Security Number: _____
(Area Code)

If hired, can you furnish proof of age:
Yes _____ No _____

Have you ever been employed at Loyola:
_____ Last Date

Are you a citizen of the U.S. Resident, Alien
or do you have a Visa which permits you to work
here: _____
(You must furnish proof of such if hired)

Are you currently employed by Loyola? (List all departments)

Are you **WORK STUDY** (Federally Funded Program)
eligible? ____ Yes ____ No

What is your current academic level? (circle one)
1st yr 2nd yr 3rd yr 4th yr grad NA

EDUCATION:

List schools or training programs you have attended below:

School	Dates	degree/diploma/certificate
_____	_____	_____
School	Dates	degree/diploma/certificate
_____	_____	_____
School	Dates	degree/diploma/certificate
_____	_____	_____

GENERAL OFFICE SKILLS:

_____ Typing _____ wpm _____ Word Processor _____ type

SPECIAL SKILLS:

Certifications: (CPR, WSI, Lifesaving, etc.)

_____ type _____ expiration date

_____ type _____ expiration date

EMPLOYMENT/VOLUNTEER HISTORY:

List the last two (2) employment or volunteer positions you have held.

Name of firm Address Street City/State/Zip

Supervisor Phone Number Paid Position? _____

Dates: _____ Reason for leaving: _____
From To

Duties: _____

Name of firm Address Street City/State/Zip

Supervisor Phone Number Paid Position? _____

Dates: _____ Reason for leaving: _____
From To

Duties: _____

REFERENCES:

Name () Phone

Name () Phone

REASON FOR DOING COMMUNITY SERVICE:

Applicant's Signature _____ Date: _____

Application Check-list

YOU ARE NOT DONE WITH THE APPLICATION PROCESS. PLEASE SEE ADDITIONAL REQUIREMENTS BELOW. This is for your reference; we encourage you to use it to make sure you have completed all the materials that we need from you. Please note that if we have not received everything by February 5th you will not be considered for employment with the Conference Services Department. Emails should be delivered by March 4th notifying you if you have been selected for a position within Conference Services. Thank you for your interest. We look forward to meeting you.

TO TURN IN by February 5th, 2016 by 5:00p.m.:

- Application
- Work Study form filled out (please note: this must be filled out regardless of your work study status.)
- Recommendation Form 1
- Recommendation Form 2

To have ready for your Group Interview Session:

- Be on the lookout for your interview time, it will come via email (please note: you will not receive an interview time if we have not received everything and you did not provide a valid LOYOLA email address)
- Please be at least 15 minutes early for your interview. We will be requiring substantially more information upon your arrival.
- Résumé - Prepared for Group Interview Session
- Class schedule finalized and in print - for summer session classes (please note: you must meet the requirements for summer session classes.) List of other obligations - volunteering, expected vacations, etc. (Please have this typed and listed in order by date)

Please provide all of the above at your Group Interview Session. If you do not currently have any commitments, please make a form that says "no commitments" under both summer classes and other obligations.

Thank you