



CONFERENCES & VISITOR SERVICES

4321 Hartwick Rd., Suite 500
University of Maryland
College Park, MD 20740
301.314.7884 TEL 301.314.6693 FAX
www.cvs.umd.edu

Title: General Assistant

Functional Title: Meeting Services Assistant

Position Summary/Purpose of Position:

The University of Maryland department of Conferences & Visitor Services provides administrative and logistical support for hosting educational conferences, summer camps and other similar non-credit program and events. Conferences & Visitor Services operates as a One-Stop-Shop assembling and coordinating comprehensive packages of services for conferences and events annually.

The meeting planning and registration services side of operations seeks a [Part-Time Contingent I](#), Meeting Services Assistant to provide administrative support in the successful implementation of 20 – 30 professional meetings/conferences annually.

Specific Responsibilities:

- Respond to individual inquiries via mail, phone, fax or email in a manner consistent with C&VS customer service standards.
- Update and manage participant registrations via event software, Certain, Inc.
- Manage C&VS Meeting Planning event calendars and planning schedules.
- Update and maintain C&VS contract routing process database.
- Oversee inventory of registration materials and order supplies as necessary.
- Assist with & ensure that registration materials are prepared and assembled prior to events. This may include such materials as nametags, programs, attendee rosters, brochures, welcome letters, maps etc.
- Generate & send balance due email correspondences.
- In cooperation with Business Manager, process payments and refunds for registrations according to University and Departmental procedures to ensure that accurate records are maintained.
- Assist in arranging and tracking travel related activities and/or honorarium payments of individuals, as needed. Process University related forms; ensure internal policies are adhered to.
- Ability to lift up to 50 pounds occasionally
- Occasional on-site meeting support (may include weekends or weeknights).
- Other duties as assigned.

Qualifications

EDUCATION: High School Diploma or GED.

EXPERIENCE: 3 years experience providing administrative support. Qualified candidate must be proficient in Microsoft Office Suite (including Outlook, Word, and Excel) and have experience with Gmail, databases, spreadsheets, word processing and demonstrated aptitude with other computer software applications. Experience with the principals of basic web design (HTML and CSS code) is preferred. Candidate must have strong organizational and customer service skills with excellent attention to details and the ability to multi-task and work well under pressure.

Suggested Hours:

Not to exceed 20 hours/week
4 days a week (Tuesday – Friday); 5 hours/day (9:00am – 2:00pm)
Days & hours to be negotiated (above schedule is preferred)
Optimal start date: Week of August 13

Starting Hourly Wage:

\$15.50/hour

Additional Information:

Apply by Friday, July 20 for best consideration. Open until filled.
Reports to: Meeting Services Manager, Conferences & Visitor Services

To Apply:

Qualified candidates should send resume and cover letter to kmh@umd.edu and include “Meeting Assistant” in the subject line.