

Conference Services Assistant Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Conference Services Assistant / Events Coordinator Assistant / Meeting Room Attendant

1.2 Position Summary

The Conference Services Assistant is responsible for setting up and supporting meetings, conferences and events held at the hotel. This role involves preparing meeting rooms according to client requirements, operating audio-visual equipment, coordinating with catering and other hotel departments, and ensuring seamless event execution from setup through to pack-down.

The position requires excellent organisational skills, technical competency with AV equipment, physical capability for room setups, attention to detail and the ability to work efficiently under pressure. The Conference Services Assistant plays a vital role in delivering successful events and creating positive experiences for event organisers and attendees.

1.3 Reporting Structure

This position reports to:

- Conference and Events Manager
- Conference Services Coordinator
- Banquet Manager / Food and Beverage Manager

1.4 Employment Type

This position is available as:

- Casual (variable hours based on event bookings)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Meeting Room Setup and Configuration

- Review event orders and setup requirements before each function
- Set up meeting rooms according to floor plans and seating arrangements
- Arrange furniture including tables, chairs, staging and lecterns
- Configure room layouts (theatre, classroom, boardroom, banquet style)
- Place table linens, water stations and stationery
- Set up registration desks and signage
- Ensure rooms are clean, tidy and ready before client arrival

- Make last-minute adjustments as requested by clients

2.2 Audio-Visual Equipment Operation

- Set up and test projectors, screens and display equipment
- Configure sound systems, microphones and speakers
- Connect and test laptops, video conferencing equipment and HDMI connections
- Operate lighting systems and climate controls
- Provide basic technical support to presenters and organisers
- Troubleshoot common AV issues
- Coordinate with external AV suppliers when required
- Maintain inventory of AV equipment and cables

2.3 Event Support and Coordination

- Greet event organisers and conduct pre-event walkthroughs
- Provide on-site support throughout events
- Monitor room temperature, lighting and audio levels
- Assist with session changes and room reconfigurations
- Coordinate break times with catering team
- Respond promptly to client requests and adjustments
- Ensure meeting rooms remain tidy during breaks
- Provide directions and assistance to event attendees

2.4 Catering Liaison and Service Support

- Coordinate with kitchen and catering staff on timing
- Set up catering stations for tea breaks and refreshments
- Ensure adequate supplies of water, glasses and refreshments
- Monitor catering presentation and replenish as needed
- Assist with meal service during luncheons and dinners
- Clear and reset rooms between sessions
- Communicate dietary requirements and special requests
- Coordinate service timing with event schedule

2.5 Pack-Down and Room Turnover

- Dismantle meeting room setups efficiently after events conclude
- Remove all equipment, furniture and materials
- Pack away AV equipment safely and return to storage
- Return furniture to appropriate storage areas
- Collect rubbish and coordinate with cleaning staff

- Prepare rooms for next day events
- Complete end-of-event checklists
- Report any damage or maintenance issues

2.6 Equipment Maintenance and Inventory

- Maintain cleanliness of meeting room furniture and equipment
- Inspect AV equipment regularly for faults or damage
- Report equipment malfunctions to management
- Maintain inventory of conference supplies and stationery
- Ensure adequate stock of notepads, pens, water and glassware
- Store equipment properly to prevent damage
- Keep storage areas organised and accessible

2.7 Administrative Support

- Review daily event schedules and function sheets
- Communicate setup requirements with team members
- Complete event setup and breakdown logs
- Update event staff on room changes or client requests
- Participate in pre-event briefings
- Provide feedback on event execution
- Assist with venue tours for prospective clients

3. Required Skills and Attributes

3.1 Essential Skills

Technical and AV Competency

Understanding of audio-visual equipment including projectors, microphones, sound systems and video conferencing technology. Ability to troubleshoot basic technical issues. Competency with HDMI connections, laptop interfaces and wireless systems. Willingness to learn new technologies and equipment.

Organisation and Planning

Strong organisational skills with ability to follow detailed event orders and floor plans. Systematic approach to room setup and equipment configuration. Time management to complete setups before client arrival. Ability to coordinate multiple concurrent events.

Physical Capability and Stamina

Physical fitness to lift and move furniture, tables and equipment. Ability to stand and walk for extended periods. Stamina for long event days including setup and pack-down. Manual dexterity for equipment handling and cable management.

Customer Service and Communication

Professional, helpful demeanour when dealing with event organisers and attendees. Clear communication skills. Ability to understand and execute client requirements. Problem-solving mindset when addressing event challenges. Team collaboration with catering and other hotel departments.

3.2 Personal Attributes

- Professional appearance and grooming
- Reliable and punctual (events cannot start late)
- Flexible regarding work hours and last-minute changes
- Calm under pressure during busy event periods
- Detail-oriented and thorough
- Team player willing to assist colleagues
- Positive, can-do attitude
- Initiative to anticipate needs
- Patient when dealing with technical issues
- Physically active and energetic

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Physical capability to lift and move furniture and equipment (up to 25kg)
- Ability to work flexible roster including early mornings, late evenings, weekends and public holidays
- Basic technical aptitude and computer literacy
- Professional presentation and communication skills

4.2 Desirable Qualifications

- Certificate III in Hospitality or Events
- Previous experience in conference services, events or hospitality
- AV equipment operation experience
- Manual handling training
- First Aid certificate
- Customer service training
- Responsible Service of Alcohol (RSA) if assisting with catering

4.3 Experience

Previous experience in hotel conference services, event venues or hospitality is desirable but not essential for entry-level positions. Candidates with technical aptitude, physical fitness and customer service orientation will be considered. Training will be provided on hotel systems, AV equipment and event procedures.

5. Working Conditions

5.1 Hours of Work

- Variable shifts based on event schedule (may start early or finish late)
- Regular work on weekends and public holidays
- Split shifts possible (setup morning, pack-down evening)
- Long days during large conferences and multi-day events
- Shifts typically 6-8 hours but may extend based on events
- Roster provided in advance but subject to event bookings

5.2 Physical Requirements

- Frequent lifting and moving of tables, chairs and equipment (15-25kg)
- Standing and walking for extended periods
- Bending, reaching and stretching for room setups
- Pushing and pulling trolleys loaded with furniture and equipment
- Climbing ladders for lighting and AV installation
- Manual dexterity for cable management and equipment connections
- Good eyesight for technical work and equipment setup

5.3 Work Environment

- Indoor meeting rooms and function spaces
- Air-conditioned environment
- Interaction with event organisers, clients and hotel departments
- Fast-paced during event setup and pack-down periods
- May work alone during overnight setups
- Access to storage areas and back-of-house facilities
- Occasional exposure to loud audio systems during testing

5.4 Uniform and Presentation

- Uniform provided (typically professional business attire or hotel uniform)
- Professional grooming standards
- Closed, comfortable professional footwear with good support
- Name badge worn during client-facing duties
- Neat, tidy appearance when visible to event attendees

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels, motels and other accommodation businesses.

6.2 Classification Level

Conference Services Assistants are generally classified under the award as:

- Level 2: Entry-level conference services assistant with basic setup duties
- Level 3: Experienced assistant with AV operation and advanced setup skills
- Level 4: Senior assistant with training responsibilities or specialised technical skills

The specific classification level will be determined based on the duties performed, technical competency and experience level.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Early morning starts (before 7am): Allowances may apply
- Evening work (after 7pm): Additional loading may apply
- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive early to ensure event spaces are ready before client arrival
- Treat all clients and event organisers with respect and professionalism
- Maintain confidentiality regarding event details and attendees
- Follow hotel policies and event procedures
- Present professionally when visible to event attendees
- Notify management of absence immediately (events cannot proceed without setup)

7.2 Service Excellence

- Execute event setups according to specifications and floor plans
- Be proactive in identifying and addressing potential issues
- Respond promptly to client requests and adjustments

- Maintain calm, professional demeanour during stressful situations
- Go above and beyond to ensure event success
- Anticipate needs before clients request assistance

7.3 Safety and Care

- Follow safe manual handling techniques when lifting furniture
- Use equipment trolleys and lifting aids appropriately
- Report injuries or incidents immediately
- Handle AV equipment with care to prevent damage
- Maintain clear walkways and safe work areas
- Follow electrical safety procedures when setting up equipment

7.4 Teamwork and Communication

- Communicate clearly with conference services team on setup requirements
- Coordinate effectively with catering and housekeeping
- Support colleagues during busy multi-event periods
- Participate positively in pre-event briefings
- Share knowledge and assist with training new staff
- Accept feedback and implement improvements

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining relevant experience and availability
- Copies of relevant certificates (hospitality qualifications, RSA, first aid)
- Contact details for two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and venue tour
- Practical assessment (equipment setup or problem-solving scenario)
- Physical capability assessment if required
- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____