



American University Housing and Dining Programs

CONFERENCE SERVICES INTERN, CONFERENCE OPERATIONS

Goals of the Internship Experience:

After the summer internship at American University, it is our goal that the **ACUHO-I Intern** will achieve:

- An understanding and appreciation for student affairs and housing functions at a mid-size private, metropolitan university.
- Marketable experiences in summer housing and operations by working with nationally renowned conference programs.
- An opportunity to contribute in independent initiatives and projects as well as engage with professionals and students at AU.
- An experience in Housing and Dining Programs that challenges the Intern to grow, learn and develop new skill sets while contributing his/her own knowledge to position responsibilities and collaborative efforts with others.

Primary Responsibilities:

Our internship experience is designed to give the Conference Services Intern for Conference Operations a unique blend of responsibilities spanning Housing and Dining Programs functions with an emphasis in summer conference operations. Summer is a very busy time at American University and the Intern for Conference Services Interns will be actively involved in much of the day-to-day activities of Housing and Dining Programs. The Conference Services Interns will report directly to the Director of Conference & Residential Services. The primary responsibilities of the Summer Conference Intern for Conference Operations will be to:

- Supervise two Summer Management Assistants
- Oversee many of the operational aspects of the summer conference operation with direct supervision over the areas of: wireless internet access, guest parking & transportation, room preparation and readiness
- Supervise the daily work projects of the Campus Host staff
- Co-coordinate the weekly CRS Staff Meeting
- Serve as a liaison between the Director of Conference & Residential Services and other American University offices, including but not limited to: Public Safety, Bon Appetit Dining, Auxiliary Services, Aramark, and New Student Programs
- Provide daily administrative support for the Summer Leadership Team, working closely with professional staff members in Housing and Dining Programs to foster a community atmosphere and create a welcoming environment for guests to the campus
- Provide on-site support for summer guest check-in/check-out
- Serve as a member of the University Summer Advisory Team
- Participate in an on-call duty rotation with the Conference Services Intern, Staff Development
- Become well-rounded in the operations, procedures, and holistic customer service delivery of Housing and Dining Programs at American University.
- Evening and weekend support necessary
- Other duties as assigned

Opportunities for Additional Experiences:

The Conference Services Intern at AU will also have the opportunity to broaden his/her skills and experiences by participating in other opportunities that are available within our office and university. It is our desire to supplement the Intern's primary responsibilities with other opportunities at his/her choosing. Options for additional experience include, but are not limited to:

- Collaborating on projects/initiatives with other offices within Campus Life, including the GLBTA Resource Center, Multicultural Affairs, Judicial Affairs and Mediation Services, Community Service Center, New Student Programs, etc.
- Learning about the EagleBucks program and student meal plans
- Designing and implementing online web resources for Housing and Dining Programs
- Exploring appropriate technology resources for residence hall desks to assist with summer and academic year procedures
- Researching and proposing recommendations for eco-friendly residence halls





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Compensation Package:

Summer interns at American University will each receive the following compensation:

- Salary of \$392/week calculated at \$11.20/hour for 35 hours of work/week (some weekend work required).
- Meal plan consisting of 50 meals in the Terrace Dining Room and \$225.00 in EagleBucks (valued at over \$850.00).
- A furnished, air-conditioned residence hall single bedroom in an apartment or suite style residence. (Apartment living area to be shared with another ACUHO-I or NODA intern selected). All rooms are cable and internet ready (including wireless internet connectivity).
- Designated office workspace and resources in the Housing and Dining Programs office.
- Parking permit valid at the Nebraska Avenue Parking Lot on Main Campus (corner of Massachusetts Ave and Nebraska Ave)
- Membership to the Jacobs Fitness Center on Main Campus.

The AU Campus and Surrounding Community:

Located in beautiful northwest Washington, DC, American University is the ideal location for a summer experience both personally and professionally. With Capital Hill, the National Mall, Smithsonian Museums, and Dupont Circle just minutes away from campus, there are few places that are more alive during the summertime than AU and Washington, DC. From cultural to political diversity, American University and Washington, DC offer something for everyone!

American University is for students who want to understand—and influence—how the world works. AU's academically rigorous curriculum enables students to combine serious theoretical study with meaningful real-world learning experiences. There are currently 6,657 undergraduate students, 3,620 graduate students and 1,756 law students studying at American University of which the largest programs of study include the College of Arts and Sciences, Business, Communications, International Service, and Public Affairs.

Geographically, American University is located on Ward Circle, at the intersection of Massachusetts and Nebraska Avenues, NW, in Washington, DC. AU is convenient to Ronald Reagan Washington National Airport, Dulles Airport International, and Baltimore Washington International Airport, as well as Union Station and interstate highways. American University is conveniently located near the Tenleytown/American University Metro Station on the Red Line and provides shuttle service to faculty, staff, and students to the Metro Station. Notable offices and organizations located near AU include the Department of Homeland Security, International Embassy Row, the Friendship Heights community, and the Vice President's Residence/Naval Observatory.

For More Information:

To inquire about the ACUHO-I internship opportunities available at American University for Summer 2012, please contact:

Curtis W. Hoover
Director, Conference & Residential Services
Housing and Dining Programs
American University
(202) 885-3370
hoover@american.edu

For all of American University's summer internship opportunities, please e-mail housinganddiningjobs@american.edu.

Additional web resources for American University and Washington, DC are available online:

<http://www.american.edu>
<http://www.american.edu/housing>
<http://www.washington.org>
<http://www.dchomepage.net>
<http://www.wmata.com/metrorail/systemmap.cfm>

"Working for Conference Services at American University was both a challenging and rewarding experience. In the three months that I worked at AU I learned more about how to be a professional than I did in my first year in graduate school. The Housing and Dining family welcomed me with open arms and was very supportive throughout the entire summer. Through this experience I have gained insight into conference services, the ability to work in a fast paced environment, an appreciation for customer service, and lifelong friendships."

Malissa Rivera
ACUHO-I Intern (Summer 2011)