Position Overview: The Conference Assistant (CA) reports directly to a Community Director serving during the summer and indirectly to the professional and para-professional staff of University Conference & Guest Services. CAs are primarily responsible for managing all front desk operations for residence halls and providing superb customer service to all Individual Interns, Intern Groups and Conference Guests during the summer conference season (May to August).

General Responsibilities:
1. Provide courteous, pleasant, and efficient service to all summer guests and residents. Act as a liaison between summer guests, supervisors, and University Conference & Guest Services.
2. Provide support to all aspects of summer operations including desk operations, duty shift responsibilities, guest services, site coordination, and revenue management.
3. Demonstrate a strong commitment to customer service. Report any problems or concerns that may arise during a guest’s stay to the appropriate member(s) of staff.
4. Understand, enforce, and adhere to all relevant policies and procedures as set forth by UCGS and American University. Pay particular attention to policies relating to the safety and security of the residence halls. Develop systems for communicating university policy to residents.
5. Provide on-call and on-duty coverage. Duty coverage includes regular floor rounds, miscellaneous errands for front desk personnel, emergency linen service, emergency meeting setup service, intern notifications, and residency verifications. Duty coverage includes weekends and holidays. Specific duty expectations will be explained during training.
6. Be present for all desk, duty, and supplemental shifts as scheduled and/or assigned.
7. Work closely with supervising UCGS staff to complete a variety of administrative tasks relevant to operation of the residence halls.
8. Other duties as assigned.

Administrative Duties:
1. Know and perform efficient check-in and check-out procedures for conference guests and interns, including the distribution of keys and management of check-in materials. Ensure that check-in materials are **filled out accurately and completely**.
2. Conduct key audits of room keys and common areas. Report missing keys immediately.
3. Handle lockouts in an efficient manner and within prescribed policy.
4. Sort and distribute mail, messages, and packages in a timely manner.
5. Organize all materials to be displayed at desk and on bulletin boards.
6. Organize, maintain, and keep clean the area around the front desk.
7. Conduct campus tours for conference groups as needed.
8. Document and report facilities concerns in a timely manner; place this information in 2Fix if needed; follow-up as necessary.
9. Accept comments and requests from groups and guests in a polite and courteous manner. Immediately refer requests to appropriate staff and follow-up as necessary.
10. Write “Incident Report Forms” for all serious or unusual incidents. Ensure that all emergencies are reported immediately to the Community Director on duty and to any other appropriate individuals as directed by supervisors.
11. Complete all administrative paperwork as required by supervisor.
12. Assist in the identification of unauthorized persons who enter the residence hall by checking ID cards consistently.
13. Assist with general conference preparation including preparing/checking rooms, distributing and collecting linens, inspecting facilities, preparing information packets and welcome materials.

Staffing Expectations:
1. All Conference Assistants must be available for all training sessions, which begin on Thursday morning, May 11th 2017 and end on Tuesday evening, May 16th 2017. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin. There is also a mandatory staff meeting to be held on Sunday, April 23rd 2017 (6:00pm, Location TBA).
2. Attend and be on time for all training, orientation, and staff development sessions; which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.
3. Participate in scheduling desk, duty, meeting space setup, and project hours; understand that each staff member must work the required number of hours (26 hours/week) and that no staff member may work more than the allowed number of hours (35 hours/week). Help to ensure day, evening, and weekend shifts are equally distributed.
4. Be present for all desk, duty, and supplemental shifts as scheduled and/or assigned.
5. Attend one-on-one meetings, as requested by supervisors, and an evaluation at the end of the summer.

Staff & Community Development:
1. Encourage/maintain a community atmosphere where the rights and responsibilities of staff and guests are held in high regard.
2. Encourage the development of staff/ team and effectively address tensions and interpersonal issues as they arise.
3. Create a welcoming environment that establishes and maintains an informative and useful means of communication with guests through bulletin boards on each floor and message centers in the lobbies.
4. Welcome and orient residents, interns and guests who may be unfamiliar with the Washington, DC area.
5. Actively participate in staff development activities.

Qualifications:
1. Strong administrative and organizational skills as well as strong interpersonal and customer service skills. Previous summer housing and/or residence hall administrative experience preferred.
2. Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Position Requirements:
1. Must work at least 26 hours/week, unless summer schedule needs dictate otherwise. Be available to work immediately following May final exams until mid-August unless approved by the UCGS staff team or their designee.
2. Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibilities.
3. Knowledge of the University and Washington, DC area preferred.
4. Applicants must hold a cumulative GPA of 2.75 or higher.
5. Successful review of judicial records.
6. This position is contingent upon the successful completion of a pre-employment background check.
7. Must live in residence halls during summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
8. Full attendance at mandatory spring and summer training sessions, as well as weekly staff meetings otherwise approved in advance by the UCGS staff team or their designee.

Dates of Employment:
May 11, 2017 – August 15, 2017

Compensation:
$11.50 per hours for a minimum of 26 hours per week.