



CONFERENCE & GUEST SERVICES

AMERICAN UNIVERSITY • WASHINGTON, DC

Conference Assistant (CA) Job Description

Position Overview: The Conference Assistant (CA) reports directly to a UCGS Professional Staff member during the summer. CAs are primarily responsible for managing all front desk operations for residence halls, providing superb customer service to all conference groups and individuals visiting during the summer conference season (May to August), and assisting the UCGS staff with conference administration and preparation.

Position Responsibilities:

1. **Customer Service:** The Conference Assistants will provide courteous, pleasant, and efficient service to all summer guests and residents, acting as a liaison between summer guests and University Conference & Guest Services. Tasks will include but are not limited to:
 - Understand and perform efficient check-in and check-out procedures for conference guests, interns, and AU students, including distribution of keys and check-in materials, and ensure that check-in materials are filled out accurately and completely.
 - Provide campus tours for conference groups as needed.
 - Organize, maintain, and keep clean the area around the front desk.
 - Document and report facilities concerns in a timely manner and follow up as needed.
 - Assist with general conference preparation as directed by UCGS Professional Staff.
 - Write incident report forms for all serious or unusual incidents and report all emergencies, problems, and concerns to the appropriate individuals.
 - Handle lockouts in an efficient manner and within prescribed policy.
 - Assist in the identification of unauthorized people who enter the residence hall by checking ID cards consistently.
 - Providing the highest level of customer service to all guests on campus
1. **“On Call:”** The Conference Assistants will serve in an on-call rotation throughout the summer with other CAs. Tasks will include but are not limited to:
 - Provide overnight “on call” coverage from 7:00 pm – 8:00 am and submit on call report by 10:00 am each day.
 - Pick up the “on call” phone from the UCGS office by 7 pm on the evening of on call and return the phone to office between 8 – 10 am the next morning.
 - On call coverage includes miscellaneous errands for front desk personnel, emergency response, emergency desk coverage, residency verifications, and other UCGS needs as they arise.
 - **On call coverage includes weekends and holidays.** Specific duty expectations will be explained during training.
2. Provide a high level of customer service to all guests of University Conference & Guest Services.
3. Understand, enforce, and adhere to all relevant policies / procedures as set forth by University Conference & Guest Services, the Student Code of Conduct, and American University.
4. Other duties as assigned by UCGS professional staff and Student Leadership Team.

Staffing Expectations:

- Must be available for all in-person training sessions, **Monday, May 11, 2026 - Friday, May 15, 2026.** If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.
- Attend, be on time, and present for all scheduled/assigned shifts, in-person training, staff meetings.

- Must work **at least eight 3-hour shifts per week** and attend the 1-hour Wednesday Staff meetings from 2:30 - 3:30 pm.
- Submit scheduling preferences by the deadline provided by UCGS; understand that each staff member must work the minimum number of shifts per week.
- **Must be available to work evenings and weekends.**
- **Must serve in an overnight "on call" rotation from 8 pm - 8 am including weekends and holidays.**
- Submit a self-evaluation and attend an end of summer evaluation meeting with supervisor.
- Respond to emails from UCGS professional staff within 24 hours.

Staff & Community Standard:

- Encourage and maintain a community atmosphere where the rights and responsibilities of staff, residents, and guests are held in high regard. Encourage the development of a staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
- Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
- Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

Qualifications:

- Strong administrative and organizational skills as well as strong interpersonal and customer service skills.
- Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Position Requirements:

- **Due to the full-time nature of this position, you may not hold another on-campus position during UCGS Summer employment from May - August.**
- Be available to work immediately following May final exams until mid-August unless otherwise modified by the UCGS staff or their designee.
- Maintain flexible hours to coincide with the summer conference operation that is 24/7 from May - August.
- Full attendance at mandatory in-person summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.
- Must be enrolled as an AU student in Summer 2026 or Fall 2026.
- Applicants must hold a cumulative GPA of 2.00 or higher.
- Successful review of judicial records.
- Must be in good standing with the University and comply with all University and UCGS policies.
- This position is contingent upon the successful completion of a pre-employment background check.
- Knowledge of the University and Washington, DC area preferred.
- **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 phone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
- **Must have lived at least 1 semester in university residence halls.**

Physical Requirements:

- Must be able to position oneself at a desk for a 3–6-hour shift.
- Must be able to work outside in DC heat and walk around campus.

Dates of Employment:

- May 11, 2026 - August 10, 2026
 - Opportunity to continue working during the transition period from August 11th – 23rd.

Compensation & Benefits:

- \$17.95/hour
- **Housing in single occupancy is provided and is required to live in assigned on-campus residence space during the duration of employment with UCGS.** Staff are required to move into and out of summer residence assignments on designated dates assigned by AU Housing & Residence Life staff.
- The ability to **opt in to a summer meal plan** as part of compensation paid for by UCGS. **Meals will only be available when residential dining is open/operational.** UCGS will designate a deadline for the opt in summer meal plan covered by the department. Once the deadline has passed, UCGS will no longer cover summer meal plans.
 - Housing and dining are considered compensation and may impact financial aid eligibility for students enrolled in summer classes.
- The **ability to opt in for a mini-fridge/microwave rental** as part of compensation paid for by UCGS, if requested by designated deadline. **Delivery and pick-up dates are flexible with the start/end of conference season.**
- Unlimited **no cost** use of residence hall laundry facilities.