



## Student Leadership Team – Conference Lead (CL) Job Description

**Position Overview:** The Student Leadership Team (SLT) acts in a paraprofessional capacity during the summer conference season, assisting University Conference & Guest Services (UCGS) with conference and event planning duties at client-facing and operational levels. Conference Leads (CL) report directly to one of the UCGS Conference & Event staff and will become experts in their portfolio of conferences, including organizing details for their clients' arrivals, mid-stay needs and departure, onsite coordination, supporting Conference Assistants with frontline customer service and responding after-hours as part of the "on call" structure. The CL will be responsible for working with conference groups and meeting planners during their stay at American University and assist the Conference & Event staff with various administrative aspects such as updating StarRez (summer conference management system), verifying check in/out documents, classroom and meeting space reservations, parking/transportation, and fitness center access.

### Position Responsibilities:

1. **Conferences:** The Conference Leads will assist UCGS Pro-staff with conference group preparations and needs. Tasks will include but are not limited to:
  - Communicating with clients to understand, organize, and fulfill their requests and relay policies.
  - Sending Final Reservation Forms to clients and ensuring they are returned by their deadlines.
  - Maintaining updated records in StarRez of all client information.
  - Preparing guest access (conference) cards and room rosters.
  - Distributing conference cards and room rosters to residence hall front desk for check in.
  - Assisting in the planning and staffing of conference check-in/out.
  - Picking up conference cards and room rosters from residence hall front desk after checking out.
  - Providing campus tours for conference groups as needed.
  - Helping to reserve, manage, and check all meeting space reservations and AV requests.
  - Tracking and assisting in all parking/transportation and fitness center access requests.
  - Providing the highest level of customer service to all guests on campus.
  - Supporting Conference and Operations Assistants in the execution of their duties as required.
  - Assisting supervisor with creating invoice summaries for final billing.
2. **"On Call:"** The Conference Leads will serve in a single week (7 consecutive days) on call rotation throughout the summer with other CLs. Tasks will include but are not limited to:
  - As the SLT on call, they respond to after-hours requests (7 pm – 8 am) from Student Staff, Pro-staff and clients on housing issues, guest cards, meal plans, room set-up, etc.
  - Refer all crises/emergencies to AU Police, Community Director, or UCGS Pro-staff on call and file detailed Incident Reports, to be maintained as part of UCGS official records.
  - Document all calls through the daily on call report and submits the report by 10:00am each day.
2. Serve as an active participant in summer opening and closing procedure.
3. Be an active part of the Summer Leadership Team and serve as a leader within the Student Staff community.
4. 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.
5. Attend all required training/meetings and respond to emails within 24 hours, as directed by UCGS professional staff.
6. Respond to requests from Student Staff, ProStaff and clients during office hours, 8am – 7pm daily.
7. Assist professional staff with various administrative projects.
8. Other duties as assigned by UCGS professional staff.

### Staffing Expectations:

- Attend in-person Student Leadership Team (SLT) training session on **Saturday, March 28, 2026**.
- 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 and dining charges will begin.
- Attend, be on time, and present for all scheduled/assigned shifts, in-person training, staff meetings.
- Must be available to work in office during the Spring semester for **5-10 hours/week**, beginning **March 30, 2026**.
- Must be available to work a **30-hour work week** with traditional business hours as well as non-traditional evening and weekend hours, from May 12th - August 13th. **The SLT office is open from 8 am - 7 pm every day of the week.**
- Must work closing day of Summer Operations on **Saturday, August 8th**, unless employed with HRL as an RA/DA for the Fall 2025 semester.
- Attend all weekly in-person Summer Leadership Team & UCGS Managers Meeting on Wednesdays from 1-2 pm.
- 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.
- Previous summer conference and/or event planning experience preferred but not required.
- Proven excellence in managing large numbers of details and logistics with a project or event.
- Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
- Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

### Position Requirements:

- **Due to the demanding nature of this position, Summer Leadership Team members may not hold an outside job or internship during the summer operation 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 regularly lift 25-50 lbs.
- Must be able to work outside in DC heat and walk around campus.
- Must be able to push moving carts, tables, and chairs between buildings across campus.

Dates of Employment:

- March 28, 2026 - August 10, 2026
  - Opportunity to continue working during the transition period from August 11<sup>th</sup> – 23<sup>rd</sup>.

Compensation & Benefits:

- \$19.50/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.