



CONFERENCE & GUEST SERVICES

AMERICAN UNIVERSITY • WASHINGTON, DC

Operations Assistant (OA) Job Description

Position Overview: The Operations Assistant (OA) position reports directly to the Senior Operations Manager, a UCGS Professional Staff member. The Operations Assistants are responsible for overall support of University Conference & Guest Services (UCGS) operations by ensuring rooms are ready for guests' arrival, reporting issues in the residence halls, setting up venues, and supporting events. During the summer conference season, the OAs will work in conjunction with the UCGS Pro-staff, Student Leadership Team, and Conference Assistants.

Position Duties & Responsibilities:

- 1. Operations:** The Operations Assistants will complete all aspects of room readiness in the residence halls. Tasks will include but are not limited to:
 - Complete the room check process to ensure that a room is clean and ready for occupancy.
 - Distribute moving carts, tables, and chairs across campus.
 - Perform routine hospitality tasks such as making beds, sorting linens, packing up left belongings, and light trash removal, when necessary.
- 2. Residence Halls:** The Operations Assistants will perform facilities-related tasks. Tasks will include but are not limited to:
 - Prepare to open the residence halls by lowering beds, moving bed frames/furniture into storage, and resetting lounges.
 - Photo/video documentation of the residence hall lounges/meeting spaces.
 - Complete weekly submaster/admin key audits within each residence hall.
 - Conduct facilities rounds and report maintenance issues to the Operations Manager and Operations Lead.
- 3. Venues:** The Operations Assistants will set up venues across campus. Tasks will include but are not limited to:
 - Coordinate with the Senior Operations Manager and Operations Lead to complete setup ups in meeting spaces around campus including but not limited to spaces in Constitution, Anderson, Centennial, Letts, McDowell, Hughes, Leonard, and Nebraska.
 - Perform and verify the set up for an event is complete (and clean) in the exact manner as described in the Social Tables diagram provided by the Senior Operations Manager.
 - Monitor and maintain the condition of UCGS facilities, furniture/equipment, and report problems as they arise.
 - Provide basic audio/visual assistance in venues across campus.
 - Uphold order and keep inventory in all storage spaces across campus.
 - Understand operational capabilities and best usage of space.
- 4. Events:** The Operations Assistants will set up and support events Constitution Hall. Tasks will include but are not limited to:
 - Support events in Constitution Hall event space by serving as the UCGS presence in the space.
 - On-site point of contact for basic audio/visual needs in Constitution Hall event space.
 - Perform locking/unlocking procedures in Constitution Hall event space, when necessary.
 - Complete event setups according to the Social Tables diagram.
 - Uphold order in UCGS storage spaces via the storage space diagrams provided under the guidance of the Senior Operations Manager and UCGS professional staff.
- 5. Provide a high level of customer service to all guests of University Conference & Guest Services.**

6. 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.
7. Other duties as assigned by the Operations Manager, 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** or **seven 3-hour shifts plus one 2-hour shift** and attend the 1-hour Wednesday Staff meetings from 2:30 - 3:30 pm.
 - a. The number of scheduled shifts will vary each week based upon the event schedule in University Conference & Guest Services primary space, Constitution Hall.
 - b. Additional shifts will be added/offered to the team for Constitution Hall events.
- 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 mornings, evenings, and weekends.**
- Must work closing day of Summer Operations on **Saturday, August 8th**, unless employed with HRL as an RA/DA for the Fall 2026 semester.
- 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 lift regularly 25-75 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:

- 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.