



## Conference Assistant (CA) Position Description

Position Overview: The Conference Assistant (CA) reports directly to a Community Director serving during the summer and indirectly to the 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).

### Position Responsibilities:

1. Providing courteous, pleasant, and efficient service to all summer guest and residents, acting as a liaison between summer guests and University Conference & Guest Services.  
Tasks will include:
  - Understand and perform efficient check-in and check-out procedures for conference guests and interns, including distribution of keys and check-in materials, and ensure that check-in materials are filled out accurately and completely
  - Sort & distribute mail, messages, and packages in a timely manner
  - 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
  - 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 persons who enter the residence hall by checking ID cards consistently
  - Providing the highest level of customer service to all guests on campus
2. Provide on-call and on-duty coverage at least 2 nights per week, every week. 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.
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.

### Staffing Expectations:

1. All Conference Assistants must be available for all training sessions, which begin on **Tuesday, May 8, 2018** and end on **Friday, May 11, 2018**. 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 22, 2018 (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 (24 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 bi-weekly one-on-one meetings with supervisors, and an evaluation at the end of the summer.

### Staff & Community Development:

1. 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.
2. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
3. Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

### 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 be a full time, matriculated AU student.
2. Must work **at least 24 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.
3. Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibilities.
4. Knowledge of the University and Washington, DC area preferred.
5. Applicants must hold a cumulative GPA of 2.75 or higher.
6. Successful review of judicial records.
7. This position is contingent upon the successful completion of a pre-employment background check.
8. 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.
9. Full attendance at mandatory spring and summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.

### Dates of Employment:

May 13, 2018 – August 13, 2018

### Compensation:

\$13.25 per hour for a minimum of 24 hours of work per week during May to August summer employment.

Housing in a single room from Sunday, May 13, 2018 through Tuesday August 14, 2018.



## Hospitality Assistant (HA) Position Description

Position Overview: The Hospitality Assistant (HA) position reports directly to the Conference Facilities coordinator. The Hospitality Assistants are responsible for overall support of University Conference & Guest Services operations. During the summer conference season, the HAs will work in conjunction with the Hospitality Coordinators.

### Position Responsibilities:

1. The Hospitality Assistant position will assist the staff of University Conference & Guest Services and guests with tasks including but not limited to the following:
  - Coordinate with the Hospitality Leads and his/ her supervisor to complete the meeting room and event set up process.
  - Complete the room check process to ensure that a room is clean and ready for occupancy.
  - Monitor and maintain condition of UCGS facilities, furniture and equipment and report problems as they arise.
  - Understand operational capabilities and best usage of the space.
  - Provide a high level of customer service to all guests of University Conference and Guest Services.
  - Act as a point of contact for basic audio/visual needs and demonstrate proper operation to guests when necessary.
  - Enforce and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services/American University.
2. Each Hospitality Assistant will serve in an HA on-call rotation for 2 weeks per summer and will respond to afterhours meeting space set ups/changes, building checks, and room readiness concerns
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.

### Staffing Expectations:

1. All Conference Assistants must be available for all training sessions, which begin on **Tuesday, May 8, 2018** and end on **Friday, May 11, 2018**. 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 22, 2018 (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 (24 hours / week) and that no staff member may work more than the allowed number of hours (35hours / 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 bi-weekly one-on-one meetings with supervisors, and an evaluation at the end of the summer.

### Staff & Community Development:

1. 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.

2. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
3. Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

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 be a full time, matriculated AU student.
2. Must work **at least 24 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.
3. Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibilities.
4. Knowledge of the University and Washington, DC area preferred.
5. Applicants must hold a cumulative GPA of 2.75 or higher.
6. Successful review of judicial records.
7. This position is contingent upon the successful completion of a pre-employment background check.
8. 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.
9. Full attendance at mandatory spring and summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.

Dates of Employment:

May 13, 2018 – August 13, 2018

Compensation:

\$13.25 per hours for a minimum of 24 hours of work per week during May to August summer employment.

Housing in a single room from Sunday, May 13, 2018 through Tuesday August 14, 2018.



## Summer Desk Receptionist (SDR) Position Description

Position Overview: The Summer Desk Receptionist (SDR) reports directly to a Community Director serving during the summer and indirectly to the professional staff of University Conference & Guest Services. SDRs 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).

### Position Responsibilities:

1. Providing courteous, pleasant, and efficient service to all summer guest and residents, acting as a liaison between summer guests and University Conference & Guest Services.

Tasks will include:

- Understand and perform efficient check-in and check-out procedures for conference guests and interns, including distribution of keys and check-in materials, and ensure that check-in materials are filled out accurately and completely.
  - Sort & distribute mail, messages, and packages in a timely manner
  - 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
  - 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 persons who enter the residence hall by checking ID cards consistently
  - Providing the highest level of customer service to all guests on campus
2. 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.
  3. Other duties as assigned.

### Staffing Expectations:

1. All Summer Desk Receptionists must be available for all training sessions, which begin on **Tuesday, May 8, 2018** and end on **Friday, May 11, 2018**. 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 22, 2018 (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 (15 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 bi-weekly one-on-one meetings with supervisors, and an evaluation at the end of the summer.

### Staff & Community Development:

1. 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.

2. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
3. Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

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 be a full time, matriculated AU student.
2. Must work **at least 15 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.
3. Maintain flexible hours to coincide with the summer housing schedule
4. Knowledge of the University and Washington, DC area preferred.
5. Applicants must hold a cumulative GPA of 2.75 or higher.
6. Successful review of judicial records.
7. This position is contingent upon the successful completion of a pre-employment background check.
8. Full attendance at mandatory spring and summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.

Dates of Employment:

May 13, 2018 – August 13, 2018

Compensation:

\$13.25 per hours for a minimum of 15 hours per week

No housing is provided for this position