



Conference Assistant (CA) Position 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. Provide 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.
 - 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 ProStaff.
 - 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 overnight duty coverage 8:00 pm – 8:00 am and submit duty report by 10:00 am each day. Duty coverage includes regular floor rounds, miscellaneous errands for front desk personnel, emergency response, emergency desk coverage, residency verifications, and other UCGS needs as they arise. 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 tasks as assigned.

Staffing Expectations:

1. Conference Assistants must be available for all in-person training sessions, which begin on **Monday, May 13, 2024**, and end on **Friday, May 17, 2024**. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.
2. Attend and be on time for all in-person training and staff meetings.
3. Participate in scheduling, submit proper scheduling materials by deadline provided by UCGS; understand that each staff member must work the minimum required hours of 30hrs / week and that no staff member may work more than the allowed number of hours (35hrs / week). Help to cover day, evening, and weekend shifts equally throughout the summer.
4. Be on time and present for all shifts as scheduled and / or assigned.
5. Participate in an evaluation at the end of the summer with supervisor.
6. Respond to emails from UCGS professional staff within 24 hours.

Staff & Community Standards:

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 proactively 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 a high standard 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.
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 in Fall 2023.
2. Must work **minimum 30hrs / week**, unless UCGS summer schedule needs dictate otherwise. Be available to work immediately following May final exams until mid-August unless otherwise modified by the UCGS ProStaff.
3. Maintain flexible hours to coincide with the summer conference 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 2.00 or higher.
6. Successful review of judicial records.
7. Must be in good standing with the University and comply with all University and UCGS policies.
8. This position is contingent upon the successful completion of a pre-employment background check.
9. 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.
10. Full attendance at mandatory in-person training sessions, staff meetings, and assigned shifts, unless otherwise approved in advance by the UCGS ProStaff.

Due to the full-time nature of this position, Conference Assistants may not hold another position or internship on campus during the summer operation May – August.

Dates of Employment:

- May 13, 2024 – August 12, 2024

Compensation:

- \$17.00 per hour for a minimum of 30 hours of work per week during May to August summer employment.
- Housing in single occupancy for the duration of the time employed with UCGS. Staff will be expected to move on May 14, 2024, as assigned by AU Housing staff.
- You will be entitled to 5 meals a week with residential dining, starting when the summer meal plan begins.