



# CONFERENCE & GUEST SERVICES

## AMERICAN UNIVERSITY • WASHINGTON, DC

### Operations Assistant (OA) Job Description

#### Position Overview

The Operations Assistant (OA) position reports directly to a UCGS Professional Staff member, the Operations Manager. The Operations Assistants are responsible for overall support of University Conference & Guest Services (UCGS) operations. During the summer conference season, the OAs will work in conjunction with the Student Leadership Team.

#### Position Duties & Responsibilities

1. The Operations Assistant position will assist the staff of Operations Manager and guests with tasks including but not limited to the following:
  - Coordinate with the Operations Manager and Operations Leads to complete meeting room and event set ups.
  - Perform and verify the setup for an event is complete (and clean) in the exact manner as described on the Social Tables diagram provided by the Operations Manager.
  - Monitor and maintain the condition of UCGS facilities, furniture/equipment, and report problems as they arise.
  - Uphold order and keep inventory in all storage spaces via the storage space diagrams provided under the guidance of the Operations Manager and UCGS professional staff.
  - Complete the room check process to ensure that a room is clean and ready for occupancy.
  - 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 when working an event, as well as the UCGS main office.
  - Act as an on-site point of contact for basic audio/visual needs and demonstrate proper operation to guests when necessary.
  - Perform locking and unlocking procedures at the beginning and end of each event, when directed.
  - Conduct residence halls facilities rounds to report maintenance issues.
  - Complete submaster/admin key and linen audits.
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 by the Operations Manager and UCGS professional staff.

#### Staffing Expectations:

1. Operations 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 If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.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 30 hours/week and that no staff member may work more than the allowed number of hours (35hours/week). Help to cover day, evening, and weekend shifts equally throughout the summer.
4. Be present for all shifts, duty, and supplemental 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 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.

## Position Requirements

1. Must be a full time, matriculated AU student in Fall 2024.
2. Must work **30 hours / 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 staff 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 2.00 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 spring and summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.
11. Must be able to lift at least 25 lbs.

### Dates of Employment:

May 13, 2024 – August 12, 2024

### Compensation:

\$17 per hour for a minimum of 32 hours of work per week during May to August summer employment.

Housing in a single room 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.