



## Intern Lead (IL) Position Description

Position Overview: The Student Leadership Team (SLT) acts in 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. The Intern Lead (IL) reports directly to the Guest Services Coordinator and will be a specialist in the UCGS Intern Housing Program, which hosts Individual Payer Interns and Intern Groups from around the world on campus each summer. Responsibilities will include extensive written and verbal communication with potential guests, creating intern access materials, various administrative aspects such as updating StarRez (summer conference management system), verifying check in/out documents, supporting Conference Assistants with frontline customer service, and responding after-hours as part of the Duty structure.

### Position Responsibilities:

1. Assist UCGS ProStaff with Individual Payer Interns (IPI)/Intern Group and other non-Intern paying clients. Tasks will include but are not limited to:
  - Respond directly to IPI inquiries via phone and email.
  - Assist drafting Individual Payer Intern and Intern Group written communication templates.
  - Manage StarRez Portal X reservations and Intern Group reservations.
  - Prepare intern access materials, including integrating interns into the Campus Mail System.
  - Assisting in the planning and staffing of all check ins/outs.
  - 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.
2. Serve in 2 single-week (7 consecutive days) duty rotations with the other members of the Summer Leadership Team.
  - As the SLT on duty, respond to after-hours requests from Student Staff, ProStaff and clients on housing issues, guest cards, meal plans, room set-up, etc.
  - Refer all crises/emergencies to AU Police, Community Director, or UCGS ProStaff on duty and file detailed Incident Reports, to be maintained as part of UCGS official records.
  - Document all calls through the daily duty report and submit the report by 10:00am each day.
3. Respond to requests from Student Staff, ProStaff and clients during office hours, 8am – 8pm daily.
4. Be an active part of the Summer Leadership Team and serve as a leader within the Student Staff community.
5. 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.
6. Other tasks as assigned.

**\*Please note, the Intern Lead position will begin before Spring Break on February 19, 2024.**

### 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. Strong interpersonal and customer service skills. Previous summer conference and/or event planning experience preferred, but not required.
2. Proven excellence in managing large numbers of details and logistics with a project or event.
3. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
4. 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 2024.
2. Attend in-person training sessions **Friday March 1, Saturday March 2, and Saturday April 13, 2024.**
3. Must be available for all general 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 these requirements, the offer will be rescinded, and summer housing charges will begin.
4. Must be available to work in-office during the spring semester **10-15hrs per week,** beginning **February 19, 2024.**
5. Must be available to work a **35-hour** work week with traditional business hours as well as non-traditional evening and weekend hours, beginning **May 13, 2024.**
  - These hours include a 1-hour unpaid meal break to be taken daily either between 11am and 1pm or between 4pm and 6pm, schedule dependent.
6. Must live in the residence halls during the summer months. Live-in staff members must be available for all scheduled assignments and projects and are expected to be accessible in person, by duty phone, or by e-mail, to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
  - Failure to reside on campus in assigned summer housing may result in the termination of your employment contract.
7. Attend all weekly in-person Summer Leadership Team & UCGS Managers Meeting.
8. Attend in-person weekly meetings with their supervisor.
9. Applicants must hold a cumulative GPA of 2.00 or higher.
10. Successful review of judicial records.
11. Must be in good standing with the University and comply with all University and UCGS policies.
12. This position is contingent upon the successful completion of a pre-employment background check.

**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.**

Dates of Employment:

- February 19, 2024 – August 12, 2024

Compensation:

- \$18.50/hour for 35 hours of work per week during May to August summer employment and during April training
- Housing in a single bedroom within a Nebraska Hall apartment shared with other members of the Summer Leadership Team during the summer employment period, May 13, 2024, through August 12, 2024. Staff are expected to move on dates assigned by AU Housing.
- You will be entitled to 5 meals a week with residential dining, starting when the summer meal plan begins.