



# CONFERENCE & GUEST SERVICES

## AMERICAN UNIVERSITY • WASHINGTON, DC

### **Student Leadership Team (SLT) Scheduling Administrator**

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 Scheduling Administrator (SA) reports directly to the Associate Director of Business Development within University Conference & Guest Services. The SA is responsible for creating the Master schedules, in the SubItUp scheduling software. They will assist Professional staff with all aspects of scheduling and reporting hours during the summer conference season.

#### Position Responsibilities:

1. Oversee all aspects of scheduling and reporting to include, but not limited to the following:
  - Upload student employment profiles into the SubItUp scheduling software.
  - Obtain availability of 70+ student employees.
  - Create and assign all shifts for the (3) student staff positions: Operations Assistant (OA), Overnight Conference Assistant (OCA), Conference Assistant (CA).
  - Publish the entire summer schedule by April 29, 2024.
  - Maintain request for Request for Time-Off (RTO), shift swaps and drops throughout the conference season.
  - Manage weekly timesheets submitted by student staff via WorkDay. Responsible for approving or rejecting student submissions. Following up with student staff when necessary. Ensure student staff follow the required hours as set forth by UCGS.
  - Communicate proactively with professional staff regarding staffing issues and concerns.
2. Be an active part of the Summer Leadership Team and serve as a leader within the student staff community.
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.

#### Staff & Community Standards:

- 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.
- 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. Strong interpersonal and customer service skills. Previous summer conference and/or event planning experience preferred, but not required.
- Proven excellence in managing large numbers of details and logistics with a project or event.
- Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
- 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 **5-10hrs per week,** beginning **March 18, 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:

- March 1, 2024 – August 12, 2024

### Compensation:

- \$18.50/hour for 5-10 hours March and April and 35 hours of work per week during May to August.
- 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.