

# RESIDENTIAL SERVICES CONFERENCE ASSISTANT POSITION DESCRIPTION

## OVERVIEW OF CONFERENCE SERVICES:

On-campus conference housing is available from late May to early August to University sponsored groups. The summer conference program serves approximately 13,000 persons, including camps and conferences. The Conference Assistant (CA) is an important member of the Conference Services staff who will be involved in the summer conference housing program. They are generally an undergraduate student who serves a group of conference guests staying in the residence halls during their particular conference. The CA is supervised and evaluated by a Community Director, Graduate Hall Director, Resident Manager and/or summer ACUHO-I intern. The CA will be responsible for administrative duties such as check-in and check-out as well as creating a comfortable and welcoming atmosphere for all conference guests.

## LEARNING OUTCOMES:

- Communication
  - Demonstrate effective and appropriate communication skills across various settings, purposes, and audiences
- Collaborative Work
  - Develop collaborative working relationships with internal and external entities to meet stakeholder needs
- Transferable Skills
  - Articulate transferable skills that are applicable to their future personal, academic, or professional plans
- Critical Thinking
  - Synthesize information to effectively respond to customer questions or needs
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders

## QUALIFICATIONS TO BE A CONFERENCE ASSISTANT:

- Must be enrolled as a student of Texas A&M University during the spring semester prior to employment. The staff member may only be enrolled in one traditional class and one online classes as a CA. Any exceptions require approval by your supervisor(s) and clearance with the Residence Life Business Office.
- **Duty requirements include maneuvering up and down 5 or more flights of stairs at least twice per night. Job duties will require the ability to climb stairs, see, talk, hear and travel around assigned buildings. The position will also require the use of a video display terminal and cell phone.**
- Must live on-campus during employment.
- Must be willing to work varied hours, and serve in an on-duty rotation, which would require being in the residence halls during nights, weekends, and holidays, as required by the conference schedule.
- Residential Services Conference Assistants may be required to relocate from their summer housing assignment to a temporary assignment near their on-duty rotation responsibilities.
- All vacations must be approved by your supervisor(s).
- Participation in extracurricular activities needs to be approved by your supervisor(s).
- Must attend designated staff training, staff meetings, one-on-one meetings, and complete assigned online trainings.
- Must be academically classified as a sophomore or above at the time of employment.
- Be willing and committed to working in a multicultural, diverse environment.
- Limited outside employment will be subject to approval of supervisor(s).

### **CONFERENCE ASSISTANT RESPONSIBILITIES:**

- Assists in building and room preparation by decorating staff room doors and bulletin boards with information about campus and the Bryan/College Station area, complete work order requests, distribute linens, and other duties as assigned.
- Manages keys, completes key inventories after each conference, provides accountability for loaned room keys, and assures proper usage of University and master keys among the hall staff.
- Works closely with all campus constituents, including the Hullabaloo 24-Hour Service Desk, the Commons 24-Hour Service Desk, Custodial Services, Conference & Guest Services, Dining Services, and others staff, to provide incoming students, families, and conference guests a positive experience.
- Provides excellent service to guests and be an ambassador of Texas A&M University, the Division of Student Affairs, and the Department of Residence Life.
- Completes residence hall room checks, which requires inspecting all resident rooms and public areas, upon completion of each conference, and complete appropriate forms and submitting necessary work orders in a timely manner.
- Coordinates setup of linens with Custodial and Residence Life Staff.
- Sorts, counts, and marks residence hall linens in the designated hall closets.
- Knows, enforces, and is able to explain the rationale behind hall and apartment policies.
- Responds to emergencies per Residence Life emergency protocol.
- Serves on an on-duty rotation, acting as a resource and the primary representative of the Department of Residence Life during weekdays between 5:00 PM and 8:00 AM, and weekends from Friday at 5:00 PM to Monday at 8:00 AM.
- Resides in halls or apartments being utilized by guests to provide assistance and support when needed and when on –duty rotation.
- Works with and understands various computer software including but not limited to Conference Programmer, Iris Front Desk, Office Suite, Google Docs, and Maxient Incident Report Writing.
- Works scheduled check-in and check-out shifts, follow check-in and check-out procedures, distribute and collect keys, and complete other tasks/duties as assigned.
- Is able to be available Monday through Friday most weeks for camps/conferences check-in/check-out either between 7:00 a.m.-12:00 p.m. or between 12:00 p.m. – 5:00 p.m.
- Completes office hours, as assigned, to help with check-ins and check-outs after traditional times.
- Works with Summer Support Staff in the management of summer guest facilities, and prepare for closure of summer housing.
- Completes other duties as assigned in assisting other operations.

### **ROOM RENT REMUNERATION**

Initial appointment for CAs will be for summer. Summer Conference Residential Services CA must reside in hall assigned.

Housing is included in the compensation of the Residential Services Conference Assistant position.

**Residential Services Conference Assistants will be required to relocate from their summer housing assignment to a temporary assignment near the close of their employment with Residence Life. Advance notice will be given for student staff to prepare for relocation.**

### **ACCOUNTABILITY POLICY:**

You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

Department of Residence Life  
Central Administrative Office

- a) **NOTES-** The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee's performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.
- b) **WARNING-** A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1<sup>st</sup> time being late to a shift or leaving early without approval of the supervisor, 1<sup>st</sup> time failing to complete job responsibilities during a shift, 1<sup>st</sup> time having a visitor at the desk without approval, etc.
- c) **REPRIMAND-** A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2<sup>nd</sup> time being late to a shift or leaving early without the approval of the supervisor, your 2<sup>nd</sup> time having a visitor at the desk without approval, your 1<sup>st</sup> time missing a shift, repeating behaviors that resulted in a Warning, etc.
- d) **PROBATION-** A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3<sup>rd</sup> time being late to a shift or leaving early without the approval of the supervisor, your 3<sup>rd</sup> time having a visitor at the desk without approval, your 2<sup>nd</sup> missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.
- e) **TERMINATION-** Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4<sup>th</sup> time being late to a shift or leaving early without the approval of the supervisor, your 3<sup>rd</sup> missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

Texas A&M University is committed to providing an educational and work climate that is conducive to the personal and professional development of each individual. To fulfill its multiple missions as an institution of higher learning, Texas A&M encourages a climate that values and nurtures collegiality, diversity, pluralism and the uniqueness of the individual within our state, nation and world. The University also strives to protect the rights and privileges and to enhance the self-esteem of all its members. Faculty, staff and students should be aware that any form of harassment or any form of illegal discrimination against any individual is inconsistent with the values and ideals of the University community.

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Employee Name

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Employee Signature

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Date

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Supervisor Signature