CONFERENCE RESIDENTIAL SERVICES ASSISTANT

POSITION DESCRIPTION

Dates of Employment: May 18, 2018 – August 7, 2018

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 Residential Services Assistant (CRSA) 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 CRSA is supervised and evaluated by a Community Director, Graduate Hall Director, Resident Manager and/or summer ACUHO-i intern. The CRSA 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.

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 two online classes as a CRSA. Any exceptions require approval by your supervisor(s) and clearance with the Residence Life Business Office.
• Must live on-campus during employment.
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• Must have and maintain a 2.25 cumulative and 2.0 semester GPR. When applicable, summer employment is contingent upon successful completion of the Resident Advisor (RA) position and academic requirements for the CRSA position in May. Any CRSA placed on performance or academic probation may not be offered employment until that probation period has ended.
• 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.
• All vacations must be approved by your supervisor(s).
• Participation in extracurricular activities needs to be approved by your supervisor(s).
• May have outside employment with prior approval from their supervisor(s); totaling no more than 10 hours per week.
• 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.

CONFERENCE RESIDENTIAL SERVICES 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, completes work order requests, distributes 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 to provide a positive experience.
• Provides excellent service to guests and is an ambassador of Texas A&M University, the Division of Student Affairs, and the Department of Residence Life.
• Knows, enforces, and is able to explain the rationale behind hall and apartment policies.
• Responds to emergencies per Residence Life emergency protocol.
• Serves in 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.
• 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, follows check-in and check-out procedures, distributes and collects keys, and completes other tasks/duties as assigned.
• Assists with check-in shifts for NSC Housing Guests during the following times at the Zone in Kyle Field:

1253 TAMU
College Station, TX 77843-1253

Tel. 979.862.3158 Fax 979.862.2434
Email: housing@tamu.edu | Website: reslife.tamu.edu/
--Freshman NSC Pre-Conference Day: 1:30pm-5pm at Zone / 5:00pm-8:00pm at Commons/Apartments
--Freshman NSC Conference Day 1: 8:00am-2:00pm at Zone / 5:00pm-8:00pm at Commons/Apartments
--Transfer NSC Pre-Conference Day: 1:30pm-5pm at Zone / 5:00pm-8:00pm at Commons/Apartments
--Transfer NSC Conference Day 1: 8:00am-2:00pm at Zone / 5:00pm-8:00pm at Commons/Apartments

• Works Camps and Conferences Check-in/out times that will vary between 8am-10pm daily.
• 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 prepares for closure of summer housing.
• Completes other duties as assigned in assisting other operations.

TERMS, REMUNERATION, AND ROOM RENT:
1. Initial appointment for CRSAs will be for the summer. Conference Residential Services Assistants must reside in the hall assigned.
2. Compensation for Summer 2018 is as follows:
   - Beginning rate: $774 per month
   - 1st Anniversary: $852 per month
   - 2nd Anniversary: $880 per month
   - 3rd Anniversary: $893 per month
   All hours will be paid according to the monthly pay schedule.
3. CRSAs are responsible for paying room rent equal to that of a ramp style hall per summer term for a private room.

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.

Employee Name

Employee Signature

Date

Supervisor Signature