RESIDENTIAL SERVICES CONFERENCE ASSISTANT

POSITION DESCRIPTION

Dates of Employment: May 17 – August 7, 2019

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.

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 class as a CA. Any exceptions require approval by your supervisor(s) and clearance with the Residence Life Business Office.
• 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).
• May have outside employment with prior approval from their supervisor(s); totaling no more than 10 hours per week if not taking any summer classes.
• 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 ASSISTANT RESPONSIBILITIES:
• Assist 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.
• Manage keys, complete key inventories after each conference, provide accountability for loaned room keys, and assure proper usage of University and master keys among the hall staff.
• Work 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.
• Provide excellent service to guests and be an ambassador of Texas A&M University, the Division of Student Affairs, and the Department of Residence Life.
• Know, enforce, and be able to explain the rationale behind hall and apartment policies.
• Respond to emergencies per Residence Life emergency protocol.
• Serve 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.
• Residence in halls or apartments being utilized by guests to provide assistance and support when needed and when on–duty rotation.
• Work with and understand various computer software including but not limited to Conference Programmer, Iris Front Desk, Office Suite, Google Docs, and Maxient Incident Report Writing.
• Work 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.
• Must 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.
• Complete office hours, as assigned, to help with check-ins and check-outs after traditional times
• Work with Summer Support Staff in the management of summer guest facilities, and prepare for closure of summer housing.
• Complete other duties as assigned in assisting other operations.

TERM, REMUNERATION, AND ROOM RENT:
1. Initial appointment for CAs will be for summer. Summer Conference Residential Services CA must reside in hall assigned.
2. Compensation for Summer 2019 is as follows:
   - Beginning rate: $825 per month
   - 1st Anniversary: $900 per month
   - 2nd Anniversary: $925 per month
   - 3rd Anniversary: $940 per month
   All hours will be paid according to the monthly pay schedule.

ROOM RENT REMUNERATION
1. 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.

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.

CA Print Name

CA Signature ____________________________ Date ______________

Supervisor Name

Supervisor Signature ____________________________ Date ______________