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
  o Demonstrate effective and appropriate communication skills across various settings, purposes, and audiences
• Collaborative Work
  o Develop collaborative working relationships with internal and external entities to meet stakeholder needs
• Transferable Skills
  o Articulate transferable skills that are applicable to their future personal, academic, or professional plans
• Critical Thinking
  o Synthesize information to effectively respond to customer questions or needs
• Customer Service
  o 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. CAs must sign a housing contract. In the event that the CA separates from the CA position, they will continue to be responsible to pay room rent. CAs must vacate the CA room within 48 hours. Every effort will be made to place the student in an on campus residence, should the student wish to continue to reside on campus. The discounted room rate, or applied discount is contingent upon the student remaining in the CA position. Therefore, if the student separates from the CA position, they are no longer eligible for the discounted rate and will pay the full rate for the space they are relocated to. Those moving off campus will also be charged a cancellation penalty equal to the lowest student rent rate.
• 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:
• Summer Conference Operations:
  o Facilitate the formal check in process of camps and conferences
  o Pull and package keys for camp and conference guests
  o Facilitate after hour check ins for camps and conference
  o Support Aggie Hostel operations as needed, including, but not limited to: check-ins, vacancy checks, and duty response
  o Audit keys after the departure of camps and conference
  o Distribute linens for NSC guests as requested by guests
  o Audit keys for fall usage after the conclusion of summer operations
  o Use the Iris Coordinator software to complete operations including but not limited to: check-ins, housekeeping notifications, track keys and access cards, and guest notes
  o Attend scheduled staff meetings
  o Verify access card functionality prior to guest arrival

  • Facilities:
    o Perform walkthroughs of vacant facilities
    o Conduct fall room inspections after the conclusion of summer camp and conference operations
    o Distribute and post signage for summer operations
    o Prepare bulletin boards in residence halls and apartments
    o Submit work orders regarding custodial and maintenance issues reported by guests or during rounds (may include also just seeing things as they walk places)

  • Guest and Crisis Response
    o Serve in the on-duty rotation for assigned facilities
    o Respond to after hour guest needs
    o Respond to crisis and emergency situations

• Other Responsibilities:
  o Attend all required trainings
  o Complete all required online trainings
  o Cross train and support the operations of the Student Facilities Coordinator position
  o Other duties as assigned

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.

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: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st 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 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st 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 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd 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 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd 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.

Employee Name  
Employee Signature

Date  
Supervisor Signature