

Summer Conference Assistant (CA) Job Description



**HOUSING AND
RESIDENTIAL LIFE**
Marketing and Conference Services

Overview:

Conference Services is a part of the Department of Housing and Residential Life and coordinates the housing arrangements for Camp or Conference Groups held at Oklahoma State University each summer. Camp or Conference Groups bring upwards of 15,000 guests and visitors to the Oklahoma State University campus during the summer months with many of those guests occupying space in the residential halls. The revenue generated helps support the Department of Housing and Residential Life in providing high quality services to Oklahoma State University students during the academic year. The primary goal of the Conference Assistant (CA) staff is to ensure complete customer satisfaction for each Camp or Conference Group experience at Oklahoma State University.

Conference Assistant (CA) Role:

As a Conference Assistant (CA) for the Department of Housing and Residential Life, the employee will be responsible for providing high performance customer service by facilitating service desk duties in assigned area(s), completing key preparations and audits, assisting and facilitating Camp or Conference Group Check-In and Check-Out processes, completing inspections of residential facilities, helping with linen inventory management, serving in a 24-hour on-call crisis management rotation, and other duties as assigned. Each Conference Assistant (CA) will be involved to some degree in all phases of the Department of Housing and Residential Life Conference Services office operation. This position reports directly to the Conference Coordinator and/or appointed Conference Manager(s). Preference may be given to applicants and candidates with greater availability (fewer commitments) and prior summer conference experience. The position requires:

- A strong commitment to providing excellent customer service
- Accuracy and attention to detail
- Capable of maintaining composure during high traffic, high pressure, or fast passed situations
- The ability to problem-solve and mediate conflict effectively
- Dependability and willingness to work a flexible and adjusting schedule
- Interest in working with campus partners and their campus guests
- Willingness to work as part of a team
- Ability to perform physical labor when needed and/or directed
- Knowledge and familiarity of the OSU campus and Stillwater points of interest
- The capability to travel across campus to and from different Housing and Residential Life buildings and service desks
- Commitment to abide and follow all OSU and the Department of Housing and Residential Life policies, procedures, and standards
- Adherence to professional standards as established by Conference Services
- Availability during the entire Summer Conference Season (vacations, time away, and/or early departure from the position must be approved in advance)
- Willingness and ability to follow directions and perform all duties as assigned

Position Commitments:

- Must be willing to work a flexible and non-consistent schedule that can include any of the following timeframes:
 - Weekdays

- Evenings
- Late evenings
- Early mornings
- Weekends
- Holidays that fall during employment period
- Employment period begins with a mandatory training during the month of April 2020
- Scheduled shifts begin May 11, 2020 and run until August 7, 2020 at the latest
- Scheduled shifts will account for about 40 hours per week
 - Some additional hours may be available during peak attendance periods
- Must live in an assigned on-campus residence hall space during employment period
- Requests for leave and/or time away must be approved by the supervisor(s) at least two weeks in advance
- Maximum of ten days of unpaid sick and vacation leave available per Summer Conference season

Remuneration:

Conference Assistant (CA) staff will receive housing in a furnished room in an assigned on-campus residence hall in exchange for their service in the on-call crisis management rotation and mandatory attendance at all Conference Services training and staff meetings. All other hours will be paid at a rate of \$7.50/hour. Returning Conference Assistants in good standing will receive an additional \$.25/hour for each year worked.

Duties and Responsibilities:

Customer Service

- Assist guests by welcoming them, opening doors, carrying luggage, checking them in and out of housing, issuing keys and access cards, proactively seeking to assist, updating records, answering questions, and other duties as assigned
- Serve as a resource to conference participants
- Greet and receive inquiries in a positive and courteous manner – both in person and on the phone
- Represent Oklahoma State University and the Department of Housing and Residential Life in a professional manner at all times. This includes:
 - Wearing the official Conference Services uniform
 - Wearing a name badge
 - Adhering to the Departmental dress code while serving on-call.
- Work with and relate to a diverse range of guests (ranging from 5-70+ years old and coming from countries all around the globe).
- Be a positive role model that is readily available and visible to assist guests.

Administrative Tasks

- Assemble Check-In or Check-Out materials (key packets, lanyards, access cards, etc.) for incoming or exiting guests
- Efficiently and accurately execute guest Check-In and Check-Out procedures
- Utilize the Conference Services OneNote site and StarRez to record all actions including notes from shift to shift, lost and found, and other administrative tasks
- Assist with the setup and/or teardown of registration Check-In or Check-Out areas

- Post signs or hang necessary materials in Housing and Residential Life buildings and other areas as requested by the Conference Services office
- Maintain the service desk(s) and registration areas in a neat and professional manner at all times
- Perform pre and/or post Camp or Conference Group residence hall inspections to note needed repairs and/or report any damage or vandalism
- Submit accurate and detailed reports as required and provide necessary follow-up
- Serve in on-call crisis management rotation that can include ensuring building safety and security and appropriate policy enforcement for conference guests
- Complete all other duties as assigned by the Conference Services office

Security

- Maintain building security at all times and report any violations or concerns in a timely and appropriate manner to Conference Services office supervisors and/or OSUPD
- Follow all rules and applicable laws regarding confidentiality for residents, guests, and department paperwork
- Log, track, and report all abandoned property and/or lost and found items to Conference Services office supervisors
- Perform assigned on-call crisis management rotation walk-throughs in assigned residence hall(s) to ensure building security and assist conference participants with any other concerns
- Know, understand, and properly execute any and all Emergency Procedures outlined in the Conference Services employee manual
- Inform and assist guests (when possible) of responsibilities during emergency situations such as fire, severe weather, medical emergency, etc.
- Inspect rooms and common area spaces as assigned

Additional

- Conference Assistant (CA) staff are allowed to enroll in a **maximum** of **one course per summer session**.
- **Conference Assistant (CA) staff may NOT hold additional employment.**
- A cumulative GPA of 2.5 or higher is required and all Conference Assistant staff must be in good standing with the Department of Housing and Residential Life and Oklahoma State University.
- Must attend all job-related workshops, training, and in-services
- At the end of the summer, staff may choose to move into their fall housing assignment before the official move-in date. To do this the CA must either pay a one-time \$100 Early Move-In Fee or work two hours with the Cowboy Carriers program.
- Housing and Residential Life is an e-verify employer, and Conference Assistant (CA) staff must successfully pass a background check prior to the start of employment.

Oklahoma State University, as an equal opportunity employer, complies with all applicable federal and state laws regarding non-discrimination and affirmative action. Oklahoma State University is committed to a policy of equal opportunity for all individuals and does not discriminate based on race, religion, age, sex, color, national origin, marital status, sexual orientation, gender identity/expression, disability, or veteran status with regard to employment, educational programs and activities, and/or admissions. For more information, visit <https://eeo.okstate.edu>.