Summer Conference Assistant (CA) 
Job Description

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 from the beginning to the end of each Camp or Conference Group experience here 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 customer service by facilitating 24-hour 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 Coordinator of Conference Services 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
- 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 2018
- Scheduled shifts begin May 1, 2018 and run until August 25, 2018 at the latest
- Scheduled shifts will account for about 20-25 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

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 staff meetings. All other hours will be paid at a rate of $7.25/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 checking them in and out of housing, issuing keys and access cards, 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 wide range of guests (ranging from 5-70+ years old).
- Be a positive role model that is available and visible to assist guests.

Administrative
- 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
- Distribute mail in an efficient, accurate, and timely manner. This includes logging boxes and packages as needed
- Utilize the Conference Services SharePoint and OneNote sites to record all actions including notes from shift to shift, mail logs, 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 facilitating evening tours, 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 in regards to 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 lockouts and 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.
• 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 is an EEO E-Verify employer and all qualified applicants will receive consideration for employment without regard to age, race, color, religion, genetic information, sex, sexual orientation, gender identity, national origin, disability, or veteran status.