

# *Position Description*

## **CONFERENCE ASSISTANT**

**Department of Residence Life & Housing, Suffolk University, 8 Ashburton Place, Boston, MA 02108**

Conference Assistants (CAs) are on-site liaisons between Suffolk University and conference participants. CAs serve as the initial point of contact for any person entering the residence halls. Each Conference Assistant works for the Residence Life & Housing Office, and performs a variety of duties that assist the summer conference program. They are responsible for servicing the need of the conference groups and participants. They are expected to create a friendly and helpful atmosphere by greeting and receiving conference participants and other visitors. These live-in, summer positions will challenge CA's abilities, and allow development of valuable skills in communication and organization. Although weekly schedules will vary, Conference Assistants will work approximately 15 hours per week in addition to participating in the on-call rotation (typically 1 night a week).

### **Job Functions**

#### **Desk Attendant/Residence Halls**

Office work in the Residence Life Office within the Residence Halls (i.e. making registration packets, answering phones, etc...)

#### **Desk Attendant/Central Office**

Office work in the Central Office at 73 Tremont Street (i.e. answering phones, filing, etc...)

#### **Work Crew**

Task jobs within the residence halls (i.e. making beds, collecting linen, etc...)

### **Specific Duties & Responsibilities:**

#### **Team Support**

- Develop and maintain on-going professional relations with fellow summer staff
- Demonstrate positive attitude and commitment toward teamwork and community building within the staff
- Be willing to assist in all housing areas when conference schedule requires additional staffing
- Assist fellow staff in completing assignments and meeting work crew projects and deadlines

#### **Customer Service**

- Assist groups by checking all participants in and out of housing, issuing keys, updating records, answering questions and inputting accurate information into StarRez (Conference Software)
- Demonstrate initiative in greeting conference participants
- Follow up with participant concerns and questions in a timely manner
- Serve as an information resource for conference participants
- Tactfully and effectively handle disciplinary situations
- Respect the confidentiality of communications between the conference participant and the Residence Life & Housing Office

#### **Desk Attendant**

- Assemble check-in materials, including key packets
- Efficiently execute participants check-out procedures
- Responsible for room keys inventory, distribution and storage
- Maintain the Residence Life & Housing Office in a neat and professional manner
- Cash handling responsibilities
- Take accurate phone call messages, sort all postal mail and provide timely distribution of such
- Input accurate data information into the computer software (StarRez) and provide ongoing updates
- Prepare building for conference set up and breakdown –bulletin boards, distribute bed supplies, etc...
- Other duties as assigned

#### **Work Crew**

- Prepare participant rooms for arrival including making beds
- Remove used linen from participant rooms at time of check out
- Assist the inspection of residence halls to note needed repairs and report areas of concerns
- Linen count of used linen
- Washing & folding laundry
- Keep linen room clean and orderly as well accurate counts on bed linen
- Other duties as assigned

## **Security**

- Maintain building security at all times and report any violations to SUPD or Summer staff
- Perform nightly walkthroughs of assigned residence halls to ensure building is secure
- Assist conference participants with lockouts
- Assist participants staying in the building during emergency situations such as, fire, medical emergency, etc.
- Serve on duty rotation

## **Time Commitment**

- The Conference Office is 7 days a week, 9:00 am to either 7:00 pm or 9:00 pm CAs will be schedule an average of 15 hours a week. Must be willing work a flexible schedule including, weekdays, evenings and weekends. Schedule may change weekly.
- Attend summer conference staff trainings on the following days/time:
  - Training: Monday, May 14, 2012 – Friday, May 18, 2012: 9:00 am – 5:00 pm
- Attend weekly summer conference staff meetings
  - Staff Meeting time: Wednesday from 8:00 am to 8:30 am
  - Staff Meeting date: Wednesdays, May 23, 2012 through Wednesday, August 29, 2012
- Participate in nightly on-call rotation. CA(s) are on-call each night from 7:00 pm to 9:00 am (the following morning) in each building. Duty nights will rotate.

## **Conference Assistant Expectations**

- The position of CA takes first priority over other time commitments (excluding Suffolk University summer classes).
- Attend and participate in all staff meetings
- Attend and participate in all training, preparation and debriefing sessions
- Become familiar with campus resources and contact procedures
- Understand, explain, follow, and enforce all University & Housing Office policies and regulations

## **Eligibility:**

- CAs must be in good academic, financial and student conduct standing with the University
- CAs must be registered (full or part time) for the Fall 2012 semester. Graduating seniors are not eligible to apply for the CA position
- Due to the time commitment of the CA position, CAs are not eligible to hold Orientation Leader positions for the summer
- CAs must have a cumulative grade point average of at least 2.5

**Position reports to:** Residence Directors

**Qualifications:** Essential characteristics and skills: punctual and dependable, professional demeanor, commitment to customer satisfaction, ability to communicate effectively with a diverse group of clients and staff, flexible with the ability to accept changing priorities. Demonstrated success in working with groups and dealing with difficult situations. Must be available evenings and weekends, as well as during regular business hours during the week. Computer skills (pc) helpful. Strong administrative skills with particular attention to paperwork and detail required.

**Compensation:** Single room  
Full Meal Plan will be provided during training  
Partial Meal Plan during the summer  
Hourly rate for hours worked  
\*\*\**Subject to Change*\*\*\*

**Dates:** Monday, May 14, 2012 through Friday, August 31, 2012

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