**Summer Conference Assistant**

10-15 positions  
Period of Appointment: May 21, 2022 – August 10, 2022

**DEPARTMENT SUMMARY**

Housing and Residential Engagement at Cal State Fullerton provides a safe and secure on-campus housing option for more than 1,800 students. During the summer, we offer housing for students in addition to potential conference guests. This position serves a critical role in providing excellent customer service to both summer residents and conference guests while ensuring the safety and security of our community.

**POSITION SUMMARY**

The Summer Conference Assistant (SCA), under the leadership of the Assistant Director of Administration and Conference Services, will assist with the student leadership, administrative, and customer service functions of student housing summer operations. This position will primarily serve as our service for evening and weekend duty to ensure the security of the community, responding to after-hours emergency calls. This position will also assist summer conference guests and residents, check-in/check-out of conference groups, preparing and delivering linens to conference guests. The SCA will also be responsible for some social programmatic responsibilities to build community amongst the residents staying for the Summer 2021 term. This position also may include other various administrative and clerical duties in support of the Housing and Residential Engagement operation, not limited to: sorting, distributing and forwarding mail; sorting, testing, and maintaining an inventory of keys; preparing documents and materials for summer session and academic year move-ins; completing room inspections; and answering phones. The SCA may also be asked to provide staff support for the Housing Office, assisting summer conference guests and residents, and check-in/check-out of conference groups.

**SPECIAL REQUIREMENTS**

1. The SCA is required to live in an on-campus apartment from May 21 to August 10, 2022.
   a. One single bedroom in a fully furnished apartment is provided as remuneration. *(This will be a shared apartment with other SCAs or summer residents)*
   b. SCAs may be asked to assist with additional summer tasks after August 10, 2022
2. Maximum summer session class load allowed: 3 units.
3. Must attend weekly staff meetings held Tuesdays from 3– 5 p.m.
4. Must be able to lift 25 pounds without assistance.

**AVAILABLE WORK HOURS**

Duty hours are overnight approximately 5 p.m. – 8 a.m. on weekdays and 24 hours a day on weekends and holidays. Variable daytime, evening, and weekend shifts including regular office hours, meetings with conference staff, check-ins and check-outs, and various projects. High volume of work in July and August. SCAs are expected to be flexible with their work schedule.

**COMPENSATION**

A single room in an on-campus apartment is provided at no cost as remuneration for on-duty responsibilities.
Housing and Residential Engagement
Summer Conference Assistant Position Description

$15.00 per hour, approximately 20 – 30 hours per week depending on departmental needs. A meal plan for use when the Gastronome is open is provided at no cost as remuneration for on-duty responsibilities (anticipated July and August only).

Responsibilities

1. Serve as on-call duty responder approximately two (2) to three (3) evenings each week. This includes, but not limited to:
   - Answer after hour calls from summer residents and conference guests, and assist as appropriate.
   - Complete security walk-throughs and secure buildings.
   - Respond to lockout requests and any other emergency or non-emergency issues.

2. Work scheduled shifts. This may include, but is not limited to:
   - Assist conference guests and summer session students by serving as a resource person, checking out equipment, etc.
   - Answer phones, record and deliver messages.
   - Sort and forward mail for conferences, and summer session and academic year residents.
   - Complete administrative and clerical responsibilities in support of the Housing and Residential Engagement operation.
   - Assist with preparations for academic year move in.
   - Arrange for check-in or check-out of conferences as needed.
   - Set-up meeting rooms for special events and meetings.

3. Act as a host to Conference Coordinators or assigned group leaders assuring that their accommodations are as specified. This position serves as a liaison for the conference operation and duties may include:
   - Facilitate check-in and check-out procedures for each group, including completing pre-arrival and post-departure inspections and issuing and collecting keys and meal bands/cards as appropriate.
   - Prepare and finalize halls or apartments before groups arrive (i.e., light housekeeping, linen service, and distribution of information).
   - Coordinate linen service including preparing, delivering, and exchanging for groups requiring this service.

4. Event Support responsibilities include but are not limited to:
   - Set-up and break down tables, chairs, and other equipment for events held within the Housing community into various configurations.
   - Assist presenters with set-up and use of A/V equipment during events.

Important Dates

- April 11 – April 22: Individual Interviews
- April 26: Hiring Decision Notification
- May TBD: Human Resources Meeting
  - All candidates who accepted a position and have never worked for Housing before must attend
- May 23: First day of SCA Duty
- May 23 - 24: SCA Training
- July 5 – 25: REQUIRED work days
While staff will not work all of these dates, no vacation time will be approved for these dates

- **August 18 - 19**: SCA’s will be asked to support Fall Move-In 8/18 and 8/19 pending availability

**Minimum Qualifications**

- One year experience living in Housing and Residential Engagement by the end of Spring 2022 required.
- Ability to develop and maintain positive working and personal relationships with Housing and Residential Engagement staff.
- Computer skills to use Microsoft Word, Excel, and various database applications.
- Excellent customer service skills.
- Ability to interact with diverse populations.
- Organizational and time management skills and the ability to meet deadlines.
- Flexibility to work in a fast-paced environment with changing priorities.
- Ability to work from May 20 – August 20, 2022; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Assistant Director depending on work demands.
- Must have at the time of application, and maintain, the following requirements:
  - An overall Cal State Fullerton GPA of 2.5 or higher and a minimum semester GPA of 2.25
  - No current or pending disciplinary sanctions in Housing and Residential Engagement
  - Current enrollment, good academic and judicial standing at Cal State Fullerton
  - Successfully complete a background check (after position is offered)