

## **Summer Conference Assistant**

20-25 positions

Period of Appointment: May 22, 2023 – August 6, 2023

Additional Dates: May 5, 12: Mandatory SCA Meetings In-Person 9am-12pm

### ***DEPARTMENT SUMMARY***

Housing and Residential Engagement at Cal State Fullerton provides a safe and secure on-campus housing option for more than 2,200 students. During the summer, we offer housing for students in addition to summer 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 and summer conference operations. This position will serve as our service for evening and weekend duty to ensure the security of the community, responding to after-hours emergency calls, resident concerns, and resident crises. This position will also assist summer conference guests and residents, facilitate check-in and check-out of conference groups, prepare and deliver linens to conference guests, oversee meeting room set-ups and meeting room technology, prepare all conference materials, and work on special projects for inventory, upkeep, and organization for Housing needs. 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, maintaining an inventory of keys; preparing documents and materials for summer session and academic year move-ins; completing room inspections; and answering phones.

### ***SPECIAL REQUIREMENTS***

1. The SCA is required to live in an on-campus apartment from May 22 to August 6, 2023.
  - 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 6, 2023
2. Minimum availability of 20 work hours per week for work shifts during position appointment.
3. Recommended summer session class load allowed: 3 units.
4. Must attend weekly staff meetings held Tuesdays from 3– 5 p.m.
5. Must be able to lift 25 pounds without assistance.

## ***AVAILABLE WORK HOURS***

Duty hours are overnight approximately 4:45 p.m. – 7:45 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. A high volume of work in June and July. 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 between the hours of 5pm-8am.

\$15.50 per hour, approximately 20 – 30 hours per week depending on departmental needs for non-duty related conference tasks typically from the hours of 8am-5pm but may include some paid weekend shifts for check-ins/check-outs to be scheduled only when SCA is not scheduled on duty. A meal plan for use when the Gastronome is open is provided at no cost as remuneration for on-duty responsibilities. Current housing student assistants will be paid at an hourly rate of \$15.50 with an additional \$0.25 for every 1 year of service.

## ***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.
  - Responding to resident concerns and crises.
  - Complete security walk-throughs and secure buildings.
  - Respond to lockout requests and any other emergency or non-emergency issues including facilities issues.
  - After hours, on-call response is not paid hours.
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.
  - Assist prospective residents with housing application and room selection processing using Tawk.to or answering calls.
  - Sort and forward mail for conference guests, 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.
  - Give Housing community tours to new prospective students and families.
  - Arrange for check-in or check-out of conferences as needed.
  - Set up meeting rooms and meeting room technology for special events and meetings.

- Occasional weekend shifts may be available and can only be worked when SCAs are not on duty.
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 technology equipment during events.
  5. Special projects and other 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 technology equipment during events.
    - Clean, organize, and inventory Housing spaces, including breakrooms, copy rooms, mailrooms, and J101 storage.
    - Cover the front desk If needed, specifically during OA training days in August or on New Student Orientation days

***IMPORTANT DATES***

- **February 15:** SCA Application Opens
- **March 8:** SCA Application Closes
- **March 13 - March 20:** Individual Interviews
- **April 3:** Hiring Decision Notification
- **Fridays April 28, May 5, 12:** Mandatory SCA Meetings In-Person 10am-12pm
- **May 26:** First day of SCA Duty
- **May 22, 23, 24, 25, 26, 30, and 31:** Mandatory SCA Training 8am-5pm In-Person
- **August 17 - 18:** SCA's will be asked to support Fall Move-In 8/17 and 8/18 pending availability
- **August 6 8am:** Last SCA duty
- **August 6 12pm Noon:** SCA move out if they do not continue on as residents or HRE student leaders
- June 12 – July 30 | REQUIRED work days

- While staff will not work all of these dates, no vacation time will be approved for these dates

### **MINIMUM QUALIFICATIONS**

- One year experience living in Housing and Residential Engagement by the end of Spring 2023 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 and communication 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 22 – August 6, 2023; including evenings, some weekends, and holidays. Days off and vacations are 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)