Summer Conference Assistant

11 - 14 positions
Period of Appointment: May 20, 2018 – August 24, 2018

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 operating a conference program. Our conference guests reside with us for short and/or long term overnight accommodations. 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 Senior Coordinator, Administration and Conference Services, will assist with the administrative and customer service functions of student housing summer operations. This will include a variety of work assignments including but not limited to: providing staff support for the Housing Office, assisting summer conference guests and residents, check-in/check-out of conference groups, preparing and delivering linens to conference guests, serving evening and weekend duty to ensure the security of the community, and responding to after-hours emergency calls. The SCA will also perform various administrative and clerical duties in support of the Housing and Residential Engagement operation. These responsibilities will include: 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 will serve as Housing’s tour guide leading daily tours of Housing and Dining facilities for students, parents, and guests.

SPECIAL REQUIREMENTS

1. The SCA is required to live in an on-campus apartment from May 20 – August 13, 2018.
2. Maximum summer session class load allowed: 3 units.
3. Must attend weekly staff meetings held Tuesdays from 4:30 – 6:30 p.m.
4. Must be able to lift 25 pounds without assistance.
5. Required to work Fall Move-In on August 23.

AVAILABLE WORK HOURS

Duty hours are 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

$11.00 per hour, approximately 20 – 30 hours per week depending on departmental needs. A single room in an on-campus apartment and an 80 block meal plan for use when the Gastronome is open is provided at no cost as remuneration for on-duty responsibilities.

RESPONSIBILITIES

1. Work scheduled shifts. This includes, 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.
2. Hold duty responsibilities approximately two - three 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.
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:
   • Represent Housing and Residential Engagement at conference group orientation meetings to share CSUF policies and resources.
   • Facilitate check-in and check-out procedures for each group, including completing pre-move-in and post-move-out 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. Serve as Housing Ambassador and Tour Guide. This includes, but is not limited to:
   • Lead daily tours of housing and dining facilities for students, parents, and campus visitors.
   • Answer questions accurately and provide updated information about Housing and Residential Engagement.
   • Attend New Student Orientation (NSO) Resource Fairs and Housing presentations
5. 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.
   • Test audio/video equipment including projectors, DVD players, laptop computers, microphones, and speakers prior to events.

**IMPORTANT DATES**

- **January 22 – February 14:** Application available online at fullerton.edu/housing
- **Group Interviews – New candidates must attend one session:**
  - February 20 | 9am – 11am
  - February 21 | 4pm – 6pm
  - February 22 | 2:30pm – 4:30pm
  - February 23 | 9:30am – 11:30am
  - February 23 | 2pm – 4pm
- **March 5 - March 14:** Individual Interviews
- **March 23:** Hiring Decision Notification
- **May 4, 1pm – 5pm:** REQUIRED SCA Training
- **May 5, 10am – 5pm:** REQUIRED SCA Training
- **May 20:** Move into summer housing location. Duty begins.
- **May 22:** All Summer Staff training, 9am – 5pm
- **May 23:** Training for staff that have never been an Office Assistant, 9am – 5pm
- **May 24:** Training for SCAs that have been an academic year OA, 9am – 5pm
- **August 13:** Staff not residing on campus for Fall 2018 must vacate their summer housing location
- **August 23:** REQUIRED Support at Fall Move-In

**Minimum Qualifications**

- Experience equivalent to one year of work in an office or at a reception desk preferred.
- One year experience living in Housing and Residential Engagement by the end of Spring 2018 required.
- Ability to develop and maintain positive working and personal relationships with Housing and Residential Engagement staff.
- Ability to work effectively as a member of the Housing and Residential Engagement team.
- 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 23, 2018; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Senior Coordinator, Administration and Conference Services depending on work demands.

• Must have at the time of hire, and maintain, the following requirements:
  o An overall Cal State Fullerton GPA of 2.5 or higher and a minimum semester GPA of 2.25
  o No current or pending disciplinary sanctions in Housing and Residential Engagement
  o Current enrollment, good academic and judicial standing at Cal State Fullerton
  o Successfully complete a background check