Summer Conference Assistant
12 - 14 positions
Period of Employment: May 23 – August 19, 2016

Department Summary: Housing and Residence Life at Cal State Fullerton provides a safe and secure, on campus housing option for students. During the summer, we offer housing for students in addition to operating a summer 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 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, and preparing and delivering linens to conference guests. The SCA will also perform various administrative and clerical duties in support of the Housing and Residence Life 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; answering phones; and responding to e-mail and voicemail messages. 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. Maximum summer session class load allowed: 3 units.
2. Must attend weekly staff meetings held Wednesdays from 3 – 5 p.m.
3. Must be able to lift 25 pounds without assistance.
4. Required to work Fall Move-In on August 18 – 19.

Responsibilities:
A. Work scheduled shifts at the Housing Office front desk and/or the mailroom. This includes, but is not limited to:
   1. Assist conference guests and summer session students by serving as a resource person, checking out equipment, etc.
   2. Answer phones, record and deliver messages.
   3. Sort and forward mail for conferences, and summer session and academic year residents.
   4. Complete administrative and clerical responsibilities in support of the Housing and Residence Life operation.
   5. Assist with preparing and maintaining summer session and academic year contract files.
   6. Assist with preparations for academic year move in.
   7. Assist with lockouts and escorts
B. 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:
   1. Represent Housing and Residence Life at conference group orientation meetings to share CSUF policies and resources.
   2. Facilitate check-in and check-out procedures for each group, including completing pre-move-in and post-move-out inspections; preparing registration packets and rosters; and issuing and collecting keys and meal bands/cards as appropriate. Arrange for late check-in or early checkout of conferences as needed.
   3. Accurately record the arrival and departure of each guest.
4. Prepare and finalize halls or apartments before groups arrive (i.e., light housekeeping, linen service, and distribution of information).
5. Prepare occupancy reports, end of conference reports, and other related reports for each group.
6. Coordinate linen service including preparing, delivering, and exchanging for groups requiring this service.
7. Set-up conference rooms for special events and meetings.

D. Serve as Housing Ambassador and Tour Guide. This includes, but is not limited to:
  1. Lead daily tours of housing and dining facilities for students, parents, and campus visitors.
  2. Answer questions accurately and provide updated information about Housing and Residence Life.
  3. Attend New Student Orientation (NSO) Resource Fairs and Housing presentations.

**Work Hours:** Approximately 30 - 40 hours per week including evening and weekend hours. To meet the needs of the conference guests, SCA will work a variable schedule of 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.

**Important Dates:**
- Application Available: March 1 - 25
- Group Interviews. MUST ATTEND ONE SESSION
  o April 4, 5 – 7 p.m.
  o April 5, 2 – 4 p.m.
  o April 6, 3:30 – 5:30 p.m.
  o April 7, 10 a.m. – 12 p.m.
- Current HRL Student Staff Interviews. Thirty minute time slots.
  o April 13-15
- Individual Interviews. One hour time slots.
  o April 18-21
- Hiring Decision Notification: April 25
- REQUIRED SCA training: May 23 - 27, 8 a.m. – 5 p.m.
- REQUIRED Work Days: August 8 – August 12
- REQUIRED support at Fall Move-in: August 18 - 19

**Minimum qualifications:**
- Experience equivalent to one year of work in an office or at a reception desk preferred.
- Previous live on experience is not required, but helpful.
- Ability to develop and maintain positive working and personal relationships with Housing Office staff and Summer Conference staff members; ability to work effectively as a member of the Housing and Residence Life team.
- Computer skills to use 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 23, 2016 through August 19, 2016 including evenings, some weekends, and holidays.
- Days off and vacations to be scheduled by the 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 Residence Life
  o Current enrollment, good academic and judicial standing at Cal State Fullerton.
  o Successfully complete a background check

**Compensation:** $10/hour, approximately 30-40 hours per week. SCAs are not required to live on campus. On campus accommodations can be arranged with a staff discount if needed.