SCA JOB DESCRIPTION

Summer Conference Assistants (SCAs) provide customer service and back of house assistance to summer conference participants and housing staff assuming responsibility for the daily operation of the residence halls. SCAs perform regular administrative tasks related to managing the halls and must be knowledgeable of and able to implement university policies as well as serve as a resource regarding inquiries related to the campus and local community. SCAs are directly supervised by a Summer Conference Coordinator (SCC) but also receive indirect supervision from the Conference & Guest Services Manager (CM) and the Assistant Director for Conference & Guest Services (AD).

The SCA must reside in the on-campus room/suite to which they are assigned. The work commitment is typically 30 hours per week, including evenings, holidays and weekend work as required by the schedule of conferences. There may be limited times when additional work hours are necessary to complete a task and/or respond to an emergency situation. **It is understood that the demands of summer conferences cannot easily be translated into hours worked per day or week because of the unique nature of the responsibilities and circumstances.** The SCA position requires a genuine personal commitment and an understanding that we cannot prepare and schedule for every scenario; there will be last minute staffing changes and requests.

There will be a team of SCAs that will work and live on each area of campus (Wolf Village, West, Central, East).

**Summer Conference Assistants:**

1. Must attend all staff meetings and training sessions
2. Must perform the following administrative tasks:
   a. Inspect rooms prior to and after conferences
   b. Complete and submit work-orders as directed by the Summer Conference Coordinator (SCC)
   c. Escort participants to room assignments if needed
   d. Prep and de-prep bedrooms (this will include raising/lowering beds as needed)
   e. Distribute pertinent information to conferences
   f. Prep and de-prep buildings with information including but not limited to proper signage, bulletin boards, and door decs
   g. Serve as a convenient and reliable resource and reference person for conference participants
   h. Fulfill on-duty responsibilities as assigned including participating in night time on call rotation
   i. Distribute and collect linen packs
   j. Distribute, collect, and maintain organization of keys
3. Provide coverage at the customer service desk as required by shift schedules
4. Assist with conference group check-ins and check-outs
5. Document policy violations and report them to the SCC
6. Be knowledgeable of campus and community resources as well as emergency procedures
7. Be accessible, in person or by phone, to address questions or emergencies
8. Provide service in a pleasant, helpful, and effective manner to staff, participants, and other conference constituents
9. Assist conference groups with additional needs, such as campus tours, presence at catering events, work compost stations or setup/cleanup for group activities
10. Other related duties as assigned

TERMS & CONDITIONS OF EMPLOYMENT

• Employment Period: May 13 – August 4, 2014
• Remuneration:
  • $1900 stipend for the entire contract period
  • $400 All-Campus dollars
  • Housing in an on-campus residence hall or apartment
  • Cable and Internet access (computers and televisions not provided)
  • University Housing staff shirts

• SCAs may enroll in one class during the first summer session only. SCAs are not permitted to take classes during Summer Session II.

• Due to the time commitment, SCAs are not permitted to participate in a Research Experience for Undergraduate (REU) program.

• SCAs are encouraged to participate in campus and community activities; however, no commitment should interfere with responsibilities of being a student in good standing at NC State University or with the responsibilities of the SCA position.

• Ability to lift 30 pounds

• SCAs may engage in additional paid employment at NC State University, not to exceed 9 hours per week, ONLY with prior approval of the AD.

• Any nights away from the residence halls must be approved in advance by the supervising SCC.

• As a representative of University Housing Conference Services, the Summer Conference Assistant must follow all Housing and University policies and will be held accountable to the supervisory expectations outlined by the SCCs, the AD, and Conference & Guest Services Manager (CM).

• SCAs are required to live in assigned housing assignment during contracted employment period.

• The AD will coordinate SCA transition from permanent assignments to summer assignments and back into permanent fall assignments. Please note that summer assignments may not be ready for occupancy at the beginning of training and staff may need to move during the week of training.