2018 Summer Conference Selection Information Packet

JOB DESCRIPTION: Lead Conference Assistant

Conference Leads serve as full time employees (40 hours a week) for the Residential Life Office. This position is considered a major leadership position in Conference Services. The Conference Lead position is expected to manage the desk(s) of assigned hall(s), assist with supervision of Conference Assistants, provide immediate support to conference guests and assist with Summer Interns. Conference Leads work directly with the management team to uphold a high standard of customer service.

PREFERRED SKILL SET AND EXPERIENCE

1. Strong organizational/administrative skills
2. Supervisory Experience
3. Customer Service Experience
4. Ability to work effectively as a member of a team and individually
5. Ability to solve problems with guests and team members

GENERAL RESPONSIBILITIES

- With management team and ACUHO-1 Intern, develop incentives to increase staff retention, productivity and moral.
- Assist in the development and implementation of training programs for conference staff.
- Construct and maintain hall bulletin boards, informational signs, and other decorations, as directed for your assigned building.
- Communicate, role model, and consistently enforce handbook and conference policies/guidelines.
- Have the ability to perform **ALL** responsibilities required of Conference Assistants.
- Attend/Direct weekly meetings with staff/management team.
- Attend all conference check-ins and check-outs for assigned buildings.
- Complete all arrival procedures for conferences.
- Complete all close-out procedures for conferences including billing.
- Complete all conference assistant staff evaluations.
- Meet with your assigned Community Director to discuss any needs of conferences.
- Serve on a 24 hour, 7 day a week on-call duty rotation. Be the first contact person in the event of a guest concern or emergency that is reported by a Conference Assistant working a specific shift. This person will respond to Summer Intern late arrivals, questions or concerns. There will be a Community Director on duty to serve as a resource person as well as Assistant Director of Marketing and Conferences.
- Will work with conference software to create all printouts for arriving conferences to include but not limited to: rosters and labels.
• Other duties as assigned.

CRITERIA FOR EMPLOYMENT

• Must have previous experience in residence hall living/summer conferences with proven supervisory skills, or presently be working within the UMBC/Residential Life system
• Must be in good academic standing as of May 1, 2018 and may not be on academic or conduct probation with the University (2.25 semester and cumulative GPA or higher)
• Are prohibited from taking on additional employment/summer classes during summer appointment
• Must be available to work evening and weekend hours, as required
• Positive work performance in former Residential Life position(s) may be a part of the selection process

COMPENSATION

As a Lead Conference Assistant you will receive a single room either in an apartment or in a residence hall. You will receive one time Flex in the amount of $500.00. If you would like additional Flex you will be responsible for the difference in price. Work Week: 40 hours/flexible days, night and weekends, paid on an hourly/biweekly rate of $11.85, returning Lead Conference Assistant paid $12.10 on an hourly/biweekly rate.

DATES AND TERMS OF EMPLOYMENT

• Move-in Friday, May 25th.
• Mandatory Training begins May 24th and continues through the following week
• Duration of Employment: May 25th – Conclusion of Summer/Conference Employment (TBD – late August) or when transitioning into another Residential Life/UMBC job opportunity
• Participation in on-call duty rotation
• Work Week: 40 hours per week, flexible hours, days/nights and weekends

ABOUT THE GENERAL RESPONSIBILITES/Criteria AND TERMS OF EMPLOYMENT

The terms of the following description are subject to change and are updated regularly. The Position Responsibilities and Terms of Employment are provided to give you an overview of the position but are not meant to be inclusive of all responsibilities related to the summer job descriptions.

APPLICATION TO DO LIST (a.k.a. HOW TO APPLY)

• Visit http://reslife.umbc.edu/student-employment-opportunities/ to obtain the Summer Application and Reference Forms
• Contact the designated people to answer any questions or address concerns
• Compose or update résumé
• Meet with Career Services to have résumé critiqued (strongly encouraged)
- Two references must be provided. It is preferred that at least one is from a Residential Life staff member or other professional position. Please ensure that the information provided is accurate, particularly the email address as we will email your references if we have questions.
- Complete the application
- Submit completed application
- Follow up with the two individuals completing reference forms and remind them of the due date. All reference forms need to be submitted to the Residential Life Office. Your application packet will not be considered complete until both references are delivered as well as your resume.
- Applications and resumes submitted by or before February 28, 2018 will be considered first.

QUESTIONS
Contact Assistant Director of Marketing and Conference at wjessica@umbc.edu.
Career Services Center, resume advisement http://careers.umbc.edu