

# 2020 Summer Conference & Desk

## Assistant Job Description

### UMBC Residential Life

Conference & Desk Assistants serve as employees for the Residential Life Office who work directly with the summer conference guests. This position primarily works desk shifts, linen shifts and conference shifts in assigned hall(s) as well as prepares the residential communities for arrivals and departures of summer conferences. The Conference & Desk Assistant position is great for students interested in pursuing other leadership positions in Residential Life.

#### PREFERRED SKILL SET AND EXPERIENCE

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

#### SPECIFIC RESPONSIBILITIES

- Prepare rooms for conference guests, may include but is not limited to: placement of furniture/linens, reporting any damages, linen preparation etc
- Monitoring cleanliness of and readiness of rooms; communicate problems with Lead Conference Assistant, ACUHO-I Intern or professional staff members.
- Keep inventory of guest supplies.
- Serve on rotating desk coverage for residential halls.
- Staff conference check-ins and outs for conference guests.
- Serve on rotating linen shift coverage.
- Support summer students with check-in, check-out, card access, mail delivery, and package logs.
- Provide excellent customer service.
- Attend mandatory weekly meetings.
- Other duties as assigned.

#### DATES AND TERMS OF EMPLOYMENT

- Transition to Summer Housing: May 22-24, 2020 (Residential Life will send communication regarding your specific room change date and time).
- **Mandatory Training** begins May 26, 2020
- Duration of Employment: May 26, 2020– Conclusion of Summer/Conference Employment (TBD – late August) or when transitioning into another Residential Life/UMBC job opportunity
- Work Week: varies, up to 40 hours per week (40 hours is not guaranteed), flexible hours including days, nights and weekends
- Staff are expected to take and pass a background check prior to the start of training.

#### CRITERIA FOR EMPLOYMENT

- Must be a current UMBC undergraduate student.
- Must be in good academic standing as of May 1, 2020 and may not be on academic or conduct probation with the University (2.25 semester and cumulative GPA or higher)

- Are prohibited from taking additional employment during appointment time.
- Are prohibited from enrolling in summer courses (both in person and online) during appointment time.
- Must be available to work holidays, evening/graveyard and weekend hours, as required, must have a flexible schedule.

## COMPENSATION

As a 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: varies, up to 40 hours/flexible schedule/ weekends required (40 hours is not guaranteed) paid on an hourly/biweekly rate of \$11.00 per hour, returning Conference Assistants \$11.25 per hour.

## ABOUT THE GENERAL RESPONSIBILITIES/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

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 March 13, 2020 will be considered first.**

## QUESTIONS

- Contact Amanda Scally, Assistant Director for Assignment Services at [scallya@umbc.edu](mailto:scallya@umbc.edu).
- Career Services Center, resume advisement <http://careers.umbc.edu>