

2020 Lead Summer Conference & Desk Assistant Job Description

UMBC Residential Life

Conference & Desk Leads serve as full time employees (40 hours a week) for the Residential Life Office. This position is considered a major leadership position. The Lead position is expected to manage the desk(s) of assigned hall(s), assist with supervision of Conference & Desk Assistants, provide immediate support to conference guests and assist with Summer Interns. 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

SPECIFIC RESPONSIBILITIES

- With management team and ACUHO-I Intern, develop incentives to increase staff retention, productivity and morale.
- 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 & Desk 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 professional staff 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 & Desk Assistant working a specific shift. This person will respond to Summer Intern late arrivals, questions or concerns. There will be a professional staff member on duty to serve as a resource person.
- Will work with conference and student software.
- Support summer students with check-in, check-out, card access, mail delivery, and package logs.
- 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 Lead Training** begins May 21, 2020
- **Mandatory Training** begins May 26, 2020

- Duration of Employment : May 21, 2020– 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
- Staff are expected to take and pass a background check prior to the start of training.

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, 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 and weekend hours, as required
- Prior Residential Life work performance and evaluations are part of the Lead 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 \$12.85, returning Lead Conference Assistant paid \$13.10 on an hourly/biweekly rate.

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.

- Career Services Center, resume advisement <http://careers.umbc.edu>