



Residential Life
University of Maryland, Baltimore County
1000 Hilltop Circle, Baltimore, MD 21250
reslife.umbc.edu // p: 410.455.2591

UMBC RESIDENTIAL LIFE CONFERENCE ASSISTANT POSITION DESCRIPTION

Conference Assistants serve as employees for Residential Life 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 Assistant position is great for students interested in pursuing other leadership positions in Residential Life.

A. Specific Responsibilities

1. Prepare rooms for conference guests, may include but is not limited to placement of furniture and linens, reporting any damages, linen preparation, etc.
2. Monitoring cleanliness of and readiness of rooms, lobbies, common areas; communicate problems with Lead Conference Assistant, ACUHO-I Intern, Coordinator for Conference & Desk Operations or Assistant Director of Assignment Services.
3. Keep inventory of guest and desk supplies.
4. Serve on rotating desk coverage for residential halls.
5. Serve on a duty rotation for afterhours guests need.
6. Staff conference check-ins and outs for conference guests.
7. Serve on rotating linen shift coverage; including but not limited laundry, folding, packaging and delivering.
8. Provide excellent customer service.
9. Attend mandatory weekly meetings.
10. Provide desk coverage at summer school community desk, as needed.
11. Other duties as assigned.

B. As a member of Residential Life team, Conference Assistants must:

1. Be responsible for monitoring safety, security and service to residents and guests.
2. Be fair and consistent in following established rules, regulations and procedures.
3. Be a good role model for other students and guests.
4. Work within the system to maintain a high-quality desk operation for students and guests.
5. Refer students/guests to appropriate people when they require assistance that you cannot provide.
6. Perform other duties as needed by Residential Life.
7. Work Week: Approximately 40 hours per week, flexible hours, days/nights and weekends.
8. Remain in good student conduct standing. Staff cannot be on RL or disciplinary probation.

C. Consequences for Poor Job Performance

1. Letter of Reprimand or Employment Probation. The Conference staff may receive a letter of reprimand from the lead conference assistant or Graduate Assistant for Conference & Desk Operations or be placed on employment probation for unsatisfactory performance. If a conference staff employee is on probation and concerns with their job performance continue, their employment will be terminated.
2. Termination Prior to Beginning Employment. Prior to the time employment begins, if, in the opinion of Residential Life staff, the desk staff fails to maintain the minimum academic requirements or fails to adhere to a standard of behavior consistent with the conference staff position; their employment offer may be withdrawn.

3. Reasons for Termination During the Summer Term. Termination from the conference staff position can result from breach of the desk staff agreement, breach of University or Residential Life rules and regulations, and/or from unsatisfactory performance. For example, a conference staff employee may perform extremely well and violate the terms of the conference staff agreement regarding grades or building/complex regulations; or the employee may abide by the agreement but not have the skills and/or motivation necessary to succeed in the position. Termination for violation of the conference staff agreement may be automatic. However, termination for unsatisfactory performance will generally only be considered after the staff member's direct supervisor has made efforts to point out those areas which need improvement and help the student improve their skills and performance through personal support, guidance and regular evaluation.
4. Procedures for Termination. In all cases, the decision to terminate will rest with Coordinator for Conference & Desk Operations or Graduate Assistant. . The specific reason(s) for termination will be provided in writing to the conference staff member. The conference staff member will also be given an opportunity to be heard regarding any concerns or questions they have regarding the termination decision. An appeal following dismissal may be submitted to the Director of Residential Life within two (2) working days of receipt of written notice of termination. In all cases, where termination is being considered during the year, consultation among the conference staff employee, the lead conference assistant, and the Graduate Assistant for Conference & Desk Operations, takes place prior to termination. Termination at the end of the agreement period will not require such a process since the Conference staff agreement expires at the end of that period (see above).
5. Dismissal from University. Conference staff personnel will be immediately terminated from their position upon withdrawal or dismissal from the University.
6. Unapproved enrollment in academic programs. Any conference staff enrolled in a course during the summer term that has not been preapproved by the conference professional staff will potentially face termination from their position

D. Important Dates

1. Payroll On-Boarding April 24, 2023 for all New Hires
2. Mandatory Training Friday, May 12, 2023 and Friday May 19, 2023
3. Move-in Monday, May 29, 2023
4. Mandatory training begins May 30, 2023 and continues through the following week
5. Duration of Employment: May 29, 2023 – Conclusion of Summer/Conference Employment (August 21, 2023) or when transitioning into another Residential Life/UMBC job opportunity, if earlier

E. Qualifications

1. Must have experience in residence hall living/summer conferences.
2. Must be a current UMBC undergraduate or graduate student.
3. Must be in good academic standing as of May 26, 2023 and may not be on academic or conduct probation with the University (2.25 semester and cumulative GPA or higher)
4. Are prohibited from taking on additional employment (on or off campus), as well as summer courses during appointment time. Any summer course requests must be approved by Coordinator for Conference and Desk Operations
5. Must be available to work holidays, evening and weekend hours, as required, must have a flexible schedule.
6. Positive work performance in former Residential Life position(s) may be a part of the selection process.
7. Preferred qualifications include:
 - i. Previous experience as an UMBC Desk Assistant or Conference Assistant.
 - ii. Strong organizational/administrative skills.

- iii. Customer Service Experience
- iv. Ability to work effectively as a member of a team and independently.
- v. Ability to solve problems with guests and team members.

F. Remuneration

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/graveyards required (40 hours is not guaranteed) paid biweekly on an hourly rate of \$15.00 per hour.

