



Residential Life
University of Maryland, Baltimore County
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UMBC RESIDENTIAL LIFE LEAD CONFERENCE ASSISTANT POSITION DESCRIPTION

Lead Conference Assistants serve as full time employees (39 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 conference 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.

A. Specific Responsibilities

1. Work with the management team to develop incentives to increase staff retention, productivity and morale.
2. Assist in the development and implementation of training programs for conference staff.
3. Construct and maintain hall bulletin boards, informational signs, and other decorations, as directed for your assigned building.
4. Communicate, role model, and consistently enforce handbook and conference policies/guidelines.
5. Have the ability to perform **all** responsibilities required of Conference Assistants.
6. Attend/Direct weekly meetings with staff/management team.
7. Attend all conference check-ins and check-outs for assigned buildings.
8. Complete all arrival procedures for conferences.
9. Complete all close-out procedures for conferences including billing.
10. Complete all conference assistant staff evaluations.
11. Meet with the management team to discuss any needs of conferences; information will be shared with Community Directors.
12. Coordinate and serve on a 24 hour, 7 day a week on-call duty rotation.
13. Be the first contact person in the event of a guest concern or emergency that is reported by a Conference Assistant. 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 the Conference Management Team.
14. Will work with conference software.
15. Other duties as assigned.

B. As a member of the Residential Life Team, Lead 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: 40 hours per week, flexible hours, days/nights and weekends.
8. Remain in good student conduct standing. Staff cannot be on Residential Life or disciplinary probation.

C. Important Dates

1. Pre Employment training on May 10th, 2025; and any other meetings with Central staff prior to employment as well.
2. Move-in: on or around Thursday, May 22, 2025
3. Mandatory Training begins May 22, 2025 and continues through the following week.
4. Duration of Employment: May 22, 2025 – Conclusion of Summer/Conference Employment (August 22, 2025) or when transitioning into another Residential Life/UMBC job opportunity.
5. Participation in on-call duty rotation.

D. Consequences for Poor Job Performance

1. Letter of Reprimand or Employment Probation. The Conference staff may receive a letter of reprimand from the 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 summer, consultation among the conference staff employee, the Graduate Assistant for Conference & Desk Operations, and the Coordinator 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 will potentially face termination from their position.

E. Qualifications

1. Must have experience in residence hall living/summer conferences with proven supervisory skills, or presently be working within the UMBC/Residential Life system.
2. Must be a current UMBC undergraduate/graduate student.
3. Must be in good academic standing after the posting of Spring 2025 grades 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.
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:
 - Supervisory Experience.
 - Strong organizational/administrative skills.
 - Customer Service Experience.
 - Ability to work effectively as a member of a team and independently.
 - Ability to solve problems with guests and team members.

F. Remuneration

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: 39 hours/flexible days, night and weekends, paid biweekly on an hourly rate of \$17.25. Returning Lead Conference Assistants are paid \$17.50 an hour.