



### **POSITION OVERVIEW**

Annually programs and camps, both affiliated and unaffiliated with LSU, have a desire to be housed on campus during the summer months. The Summer Conference Housing operation under the Department of Residential Life is present cater to these populations and guide them through this specialized life cycle. The Summer Conference Assistant (CA) is the face of the operation. CAs are the individuals that are on the ground welcoming guests, providing exceptional service, and establishing an impression of the institution that will hopefully resonate with those served for years to come. CAs will directly report to the Summer Conference Housing Coordinators and indirectly report to the Assistant Director of Conference & Guest Services (AD).

### **QUALIFICATIONS**

- Be in good academic, financial, and conduct standing with the University.
- Have a minimum cumulative GPA of 2.5 and a minimum previous semester GPA of 2.5 (if the cumulative or semester GPA is below minimum requirements, the applicant is ineligible for selection).
- No enrollment in any summer courses (including online courses, independent study, correspondence courses, cross registration).
- Enrollment for the fall 2023 semester as a full-time student (applicant must also have been registered full time for spring 2023).
- CAs may not hold additional on- or off-campus employment (paid or unpaid) during the term of appointment.

### **CONDITIONS OF EMPLOYMENT**

- The term of appointment is for the summer only. Employment is scheduled for Monday, May 15, 2023, through Thursday, August 10, 2023. Employment for staff employed as a Resident Assistant (RA) for fall 2023 is scheduled through Monday, July 31, 2023. Limited employment may be available before Monday, May 15, 2023, and after August 10, 2023. Summer staff may move in tentatively beginning Sunday, May 14, 2023.
- CAs must be committed to the conference program for the entire contracted period.
- CAs may be expected to work through University holidays such as Memorial Day, the Fourth of July, Juneteenth, etc.
- CAs who leave their position before their contract has ended will be charged back for private room compensation.
- Complete a 40-hour work week, depending on scheduling. Work schedules vary from week to week to include morning, afternoon, evening, overnight, and weekend shifts. Schedules will be released in advance by the Summer Conference Housing Leadership team.
- CAs shall complete all training programs and weekly meetings required by the Department of Residential Life.
- CAs are expected to reside on campus throughout the term of appointment.

### **COMPENSATION**

- Compensation for the CA position is a stipend of \$4,000 plus a private room or apartment, when available. CAs do not accrue leave; time off will be unpaid.

### **CUSTOMER SERVICE RESPONSIBILITIES**

- Be knowledgeable of and able to effectively use customer service strategies.
- Utilize customer service strategies to enhance guest satisfaction.
- Be familiar with campus and community resources and services.
- Present a positive image of LSU through appearance, pleasant demeanor, helpful disposition, and responsive attitude.
- Utilize resources to effectively manage customer service situations.

### **ADMINISTRATIVE RESPONSIBILITIES**

- Attend and participate in all required staff meetings and training sessions.
- Maintain a physical presence during on-call duties, including completing rounds in the building, being available for crises and questions, and spending the entire time (7pm to 7am) on campus with the ability to report to the assigned hall within 15 minutes.
- Be knowledgeable of Summer Conference Housing operating procedures and philosophies.
- Be knowledgeable of emergency procedures, confrontation methods, and crisis intervention techniques.
- Be prompt and prepared for every work shift, meeting, and training session.
- Prepare all materials (signs, desk materials, etc.) for all incoming conference groups.
- Responsible for the check-in and check-out of guests to include key issue/collection, guest assistance, room inventories, damage assessment, access card issue/collection, and other assorted responsibilities.
- Maintain accurate records of all activities and transactions which occur during scheduled desk and on-call shifts.
- Perform room inspections following guest departures and communicate damages appropriately.

## **POLICY ENFORCEMENT, REPORTING OF VIOLATIONS, AND ROLE MODELING RESPONSIBILITIES**

- Know, abide by, and serve as a role model for all University and residence hall policies in word and in action.
- Advise residents of and encourage adherence to residence hall rules and regulations as outlined in the *Living on Campus Handbook* and Code of Student Conduct.
- Appropriately confront students, guests, and affiliates when necessary to hold them accountable for their behavior.
- Report all violations of University rules, regulations, and policies even if the problem has been resolved.
- Utilize appropriate pathways for confrontation of higher-level violations (i.e. LSU-PD, RC On-Call).
- Immediately communicate and document infractions of University and Residence Hall policy.
- Wear proper attire for check-in, check-out, desk shifts, and on-call shifts.

## **TIME COMMITMENTS AND EXPECTATIONS**

- CAs are required to live in the residence hall or apartment community to which the CA is assigned.
- CAs are required to participate in a weekly staff meeting; determined by the availability of their summer supervisor.
- CAs may be expected to work through University holidays including, but not limited to: Memorial Day and July 4<sup>th</sup> Weekend.
- CAs are expected to remain on campus during certain time periods including, but not limited to:
  - Summer Training and Preparation: May 15 – 22, 2023
  - Conference Peak Weeks: June 18 – 24, 2023; July 16 – 23, 2023
- CAs are required to participate in all departmental training, including team development activities, and any assigned video and online trainings and certifications required by the department or the university.
- CAs are considered essential personnel in the case of a disaster, such as a hurricane, and will be required to remain on campus and perform CA responsibilities and other duties as assigned.
- CAs are required to participate in weekday, weekend, and holiday on-calls as deemed necessary by the appropriate supervisor(s).
  - On-Call shifts require staff to be present and remain on-campus and within 15 minutes of their assigned community.
  - On-Call shifts require availability from 7pm to 7am on weekdays and 7pm to 7pm (24 hours) on weekends, holidays, and days when the university is closed.
  - On-Call shifts include the participation and completion of rounds in conjunction with the departmental On-Call Policy.
  - CAs may be expected to work uncovered desk shifts within their community.
- The CA position is considered the CA's primary responsibility outside of class and academics. Other activities such as clubs and organizations are viewed as secondary to academics and the CA position. These activities should be limited in order to fulfill all CA responsibilities and are subject to approval by the appropriate supervisor(s).
- Involvement in extracurricular activities, such as holding executive board positions, serving in an elected position in a student organization, etc. are subject to approval by the appropriate supervisor(s).

## **FACILITIES AND KEY RESPONSIBILITIES**

- CAs shall attend key policy training and sign the key policy agreement.
- Perform all check-in and check-out tasks, paperwork, key issuance, and key related procedures in a timely and accurate manner.
- Report all maintenance problems involving University property, deficiencies, or damages appropriately.
- Use best judgement to assess urgency of facility related matters and the appropriate recipient to provide the best service (submission via MAXIMO work request database, to Summer Conference Housing Coordinator, or AD).
- Work with custodial staff to promote a clean and well-maintained area, including trash pickup, etc. when needed.
- CAs are responsible for all keys in his/her/their possession. Upon termination of employment, all keys and other materials distributed to the CA shall be returned to the AD.
- All keys should only be used for official University purposes that are directly related to the job responsibilities of the CA in accordance with the Department of Residential Life key policy.
- Master and sub-master keys are to be signed out while in use and immediately returned to the designated staff member after use for official purposes. Staff members are not to carry master or sub-master keys except for when in use.
- Lost keys, including charges for re-coring/keying shall be the responsibility of the CA in possession of the keys.
- The employment of a CA may be terminated at the sole discretion of the Department of Residential Life upon loss or misuse of a key.

### **DEPARTMENTAL RESPONSIBILITIES**

- Represent and support the Department of Residential Life in interactions with students, faculty, staff, parents, and guests.
- Assist in emergencies such as fire alarm evacuation, floods, hurricanes, power outages, or other crises. In case of a crisis, all staff members are immediately on-call. CAs are considered essential personnel during University crises.
- Participate in teambuilding activities to maintain a team attitude among the summer staff.
- Provide assistance to other employees of the Department of Residential Life, and other University employees and officials performing certain administrative duties as deemed necessary by the Department of Residential Life.

### **EMPLOYMENT ACTION, RESIGNATION AND DISMISSAL**

- At the sole discretion of the Department of Residential Life, a CA may be dismissed immediately for various reasons, including but not limited to violations of the Employment Agreement, Code of Student Conduct, the Living on Campus Handbook, the Academic-Year Housing Agreement, and federal, state, and local laws.
- The student conduct process is a separate process from the employment process. Employment decisions will be made separate from findings in the student conduct processes.
- Before any disciplinary action is taken, thorough and timely investigations utilizing the outlined departmental progressive discipline process will be conducted by the appropriate professional staff, thus, all disciplinary decisions, up to and including dismissal are final, and no appeals will be granted for such decisions.
- CAs who fail to comply with department and supervisory expectations, trainings, and guidelines as outlined will be subject to the student staff progressive discipline process.
- CAs who resign in the middle of the employment agreement contract dates will not be considered in good standing and will not be eligible for rehire processes.
- CAs that resign or are dismissed will be reassigned to an available residence hall room outside of the community in which they served as a CA, if they desire.
- Upon termination of employment agreement, all manuals, keys, emergency supplies, identification badges, and other issued materials must be returned to the appropriate supervisor(s). Materials not returned or lost will result in a charge for the cost of a replacement or lock change.