POSITION OVERVIEW
A Summer Conference Assistant (CA) is a student employed by the Department of Residential Life to live on campus and work 40 hours per week as part of a summer staff team. CAs are the front-line customer service staff for the Department of Residential Life’s Summer Conference operations. A CA assists in servicing the needs of summer conference guests housed in LSU’s residence halls and apartments. Some conference groups include athletic and cheerleading groups, 4-H University, academic groups and freshman orientation.

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).
• Preference will be given to applicants with previous RA experience in the Department of Residential Life.
• No enrollment in any summer courses (including online courses, independent study, correspondence courses, cross registration).
• Enroll for the fall 2018 semester as a full-time student (applicant must also have been registered full time for spring 2018).
• 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 May 16, 2018 to July 29, 2018. Limited employment may be available before May 15, 2018 and after July 30, 2018.
• CAs must be committed to the conference program for the entire contracted period.
• CAs may be expected to work through University holidays such as the Fourth of July.
• 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 determined by the conference management 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 8am) in the hall assigned.
• 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 upon departure of guests 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 guests of and encourage adherence to Residence Hall rules and regulations as outlined in the Residence Hall Handbook and Conference Housing Guide.
• Appropriately confront guests when necessary to hold them accountable for their behavior.
• Report all violations of University rules, regulations and policies to an RLC, even if the problem has been resolved.
• Utilize appropriate pathways for confrontation of higher-level violations (i.e. LSU-PD, RLC 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.

FACILITIES AND KEY RESPONSIBILITIES
• CAs shall attend key policy training presented by a member of the Facilities staff 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 to the Conferences and Contracts Manager and/or via MAXIMO work request database.
• Work with custodial staff to promote a clean and well-maintained area, including trash pickup, mopping, etc. when needed.
• CAs are responsible for all keys in his/her possession. Upon termination of employment, all keys and other materials distributed to the CA shall be returned to the Conferences and Contracts Manager.
• All keys should only be used for official University purposes that are directly related to the job responsibilities of the CA according to the key policy stated by the Department of Residential Life.
• 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 that 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 crisis. 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.
• Read and maintain a working knowledge of the current CA Handbook.
• Job assignments and placements are assigned and changed at the sole discretion of the Department of Residential Life.