



Conference Assistant Position Description

Basic Function

The Conference Assistant (CA) position is a live-in position responsible for assisting the Office of Housing and Residence Life with preparation and delivery of conference accommodations services. The CA position is a part-time, student leadership opportunity. The duties consist of, but not limited to: set up and break down of apartments, inventory of supplies and apartments utilized, administrative duties, customer service relations, and assistance with facilities issues. Average work hours per week: 20. *This work is often fast-paced and sometimes challenging because summer attendee numbers are often large but accommodations are mostly short-term. CA's are expected to be flexible, deal successfully with change and reflect a customer-service attitude.*

Minimum Qualifications

1. Completed at least 12 credit hours of college coursework: completed one semester college coursework at FGCU and be enrolled for the Fall.
2. Be a student in good academic and behavioral standing at FGCU with a minimum cumulative grade point average (GPA) of 2.5: must embody FGCU spirit.
3. Possess capability to work in 3-story residence halls, which have no elevators, and be physically able to assist in coordinating emergency evacuation procedures as required.
4. Possess a team-oriented philosophy, positive attitude, and high energy for customer interactions.
5. Possess strong communication and administrative skills.
6. Ability to establish and maintain cooperative working relationships with a diverse multi-cultural environment.
7. Due to the nature of Summer Conferences, large portions of the CA responsibilities are spontaneous or on an as-needed basis. Must be able to work nights and weekends.

Special Position Notes

Finalists must successfully complete a criminal record check, which requires fingerprinting. It is preferred that incumbents take minimal on-campus classes during all Summer Sessions. Distance Learning courses within these sessions are permitted. CAs will not be permitted to work another job without the approval of the Housing Administrators.

Specific Duties and Responsibilities:

Peer Support

1. Develop and maintain on-going professional relationships with fellow staff.
2. Respond to emergencies involving residents and guests in the residence halls.
3. Demonstrate positive attitude and commitment toward teamwork and community building.
4. Be willing to assist in all housing areas when conference schedule requires additional staffing.
5. Assist fellow staff in completing assignments and meeting deadlines.
6. Work in conjunction with the Housing staff, specifically the RA staff, in performing their duties, specifically with emergency situations.

Customer Service

1. Assist conference guests with check-in and check-out procedures.
2. Demonstrate initiative in greeting conference guests at area desk and residence halls.

3. Maintain regular contact with Coordinator of Summer Conferences to ensure timely accurate flow of information.
4. Follow-up with guests concerns and questions in a timely manner.
5. Serve as an information resource for conference guests.
6. Treat all conference guests' in a respectful and helpful manner.
7. Tactfully and effectively handle disciplinary situations and individuals.
8. Respect the confidentiality of communications between conference guests and the Office of Housing and Residence Life-Conference Programs.

General Conference Preparation and Operation

1. Assist in preparation of conference housing facilities.
2. Inspection of each apartment before each conference for cleanliness and maintenance issues.
3. Investigate, report and follow-up on damage to apartments, hallways and community areas.
4. Assist in reporting maintenance and housekeeping concerns. Address minor concerns when possible.
5. Inventory of conference supplies (i.e. keys, linens, kitchenware, etc.).
6. Assist with other duties and projects as assigned by the Assistant Director/Intern of Summer Conferences.
7. Meet and communicate regularly with Assistant Director/Intern of Summer Conferences.
8. Submit reports as required and provide necessary follow-up.
9. Serve as a referral/resource person to conference participants.
10. Work will consist of day shifts, night duty, and frequent weekend assignments.

Conference Assistant Expectations

1. Attend and participate in all staff meetings.
2. Attend and participate in all training, preparation and debriefing sessions.
3. Become familiar with campus resources and contact procedures.
4. Understand, explain, follow and enforce all University and Housing Office policies and regulations.

Conference Assistant Duty

1. Any changes to the duty schedule must be approved by the Assistant Director/Intern of Summer Conferences.
2. Complete an accurate time sheet as required by the Assistant Director/Intern of Summer Conferences.
3. Conduct rounds and be on-call during the week, weekends & holidays as required by Assistant Director/Intern of Summer Conferences.

Front Desk and Customer Service

General Duties include:

1. Welcome visitors!
2. Adhere to the mission statement of FGCU and the Office of Housing and Residence Life.
3. Assist conference guests/students/parents/university personnel who approach the desk and make referrals when necessary.
4. Enforce FGCU and Housing policies, rules, and regulations.
5. Document violations and submit information reports.
6. Perform assigned clerical duties.
7. Answer the phone and provide callers with appropriate information.
8. Distribute mail and packages in an orderly fashion, following the guidelines provided by the Housing Administration
9. Perform other duties as assigned and deemed necessary by the Assistant Director/Intern of Summer Conferences, Assistant Director, Program Assistant and other Housing Administrators.

Remuneration

Housing contract for a single room and stipend for \$1250.00