

Summer Position Description: Conference Staff (Student Staff)

University Student Housing Texas Tech University

General Description

University Student Housing at Texas Tech University promotes each student's learning experience by creating safe, supporting living environments for academic and personal success. University Student Housing is committed to the total development of the resident within an inclusive community through student government, programming, residence hall standards, and supportive learning environments in the residence halls.

The Conference Staff is a student staff member who is employed by University Student Housing to assist in the daily management and operation of a Residence Hall/Complex during the summer conference season. As a member of the Residence Life staff, the Conference Staff work with Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, Hall Secretaries, the Manager for Conference Services, and the Assistant Directors of Residence Life in creating a positive environment for all campus guests. Many times the Conference Staff is the first contact individuals experience in the residence halls and at Texas Tech University.

Essential Functions:

The essential functions or fundamental job responsibilities for the position include the ability to: assist in the preparation of materials for conference participants; check in and check out conference participants; communicate effectively with students, staff, and visitors; adapt to changes in schedules as needed by the clients or supervisor(s); utilize the conference software package *ConferenceProgrammer*; assist and support housekeeping staff by preparing guest rooms for conference participants; attend weekly scheduled planning meeting in addition to any emergency, team and individual meetings; prepare written memorandums, documents and complete forms; read reports, gather and compile information and prepare reports; serve as a part of an on-call duty rotation; direct and respond to fire alarms and major emergencies; perform cash transactions; issue keys and equipment; monitor security of residence hall facilities; ascend and descend multiple flights of stairs; operate a hand held radio; and other duties as assigned.

The Conference Staff is primarily involved in providing customer and receptionist services to visiting guests, parents and other University officials. The Conference Staff provide leadership in maintaining the safety of the guests as well as the security of the residence hall facilities. The staff also works on various administrative assignments outlined by Hall Secretaries, Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Housekeeping Staff, Interns for University Student Housing, the Manager for Conference Services and the Assistant Directors of Residence Life designed to assist in the overall management of the residence hall.

The Conference Staff work schedule will cover a 24 hour period. Specific schedules within this time period are designated by the supervisor and will be published on the *WhenToWork* online scheduling module. The Conference Staff will work a minimum of 12 weekly hours but must be available and able to work up to 20 hours each week. Weekly work will include desk coverage at conference residence halls, dedication/on-call rotations, weekly meetings, Housekeeping assistance, building preparation, and other summer operational tasks. The conference season has many busy periods and a few slower time frames. Because of the fluctuation of business, the Conference Staff work schedule can vary from week to week. The staff will be required to work in buildings other than the one that they have been assigned to live in for the summer.

Conference Staff members are permitted to have 7 supervisor-approved nights away over the course of the summer. Please be aware that unless approved to have the night off, the Conference Staff member is expected to sleep in the assigned room overnight. Schedules may vary from time to time and may not have a staff member listed to work, but the staff member is still required to sleep in staff member's assigned room that night.



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Responsibilities & Expectations

The Conference Staff reports directly to the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, and indirectly to the Manager for Conference Services. The following are some of the specific responsibilities the Conference Staff assumes while working in a particular hall:

Residence Life Competencies:

Achievement

- Establish an environment that is conducive to conference participant success by encouraging respect for each other and the building
- Be familiar with local area and campus resources designed to assist conference participants and be able to make necessary referrals
- Provide quality customer service to conference guests at all times by practicing the University Student Housing Serve Tech model

Character

- Respond in a positive and helpful manner when confronted with behaviors or infractions that disrupt the environment
- Serve as a role model to conference participants through his/her actions and maturity, both on and off campus
- Know and understand the reasons behind University regulations and to stand ready to report infractions according to current policies

Civility

- Assess the needs of the conference and develop goals to reach these needs
- Establish community standards to create a mutually cooperative environment for various guests

Engagement

- Participate in departmental selection processes for professional and paraprofessional staff if needed
- Disseminate information through bulletin boards, flyers, newsletters and other publicity
- Be aware of conference needs and problems, as well as being available to provide assistance

Independence

- Assist in the development of short term and long-term goals
- Assist individual growth towards self-discipline
- Refer to the Professional Staff any individual or incident which needs prompt attention

Summer Competencies:

Service:

The Conference Staff is an important service agent to the guest and visitor. It is important that the Conference Staff be knowledgeable of hall and University operations, policies and procedures in order to provide direction and answer questions. Staff will be required to use *ConferenceProgrammer*, *WhenToWork*, and *Microsoft Suite* in order to assist in acquiring information for our guests, visitors, and other staff. The Conference Staff may be responsible for checking out various kinds of equipment and supplies from the hall office and maintaining accurate records. He/she will maintain a positive, pleasant and well-groomed appearance while on duty which includes wearing a supplied staff shirt. The staff is expected to provide accurate information and helpful resource assistance to all persons visiting the residence halls. Conference Staff must be skilled in the area of referral. The staff must be aware of situations in which additional assistance is needed, such as contacting the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, Manager for Conference Services, the Assistant Directors of Residence Life, Facility Coordinators, Texas Tech Police Department (TTPD), etc., and take appropriate action.



Leadership:

The Conference Staff is expected to be alert and aware of all incidents that threaten the safety of the guests in the hall. The staff will be knowledgeable of all emergency procedures including fire and tornado evacuation procedures, use of fire extinguishers, use of wetvacs and appropriate fire alarm pull responses. The staff will monitor suspicious individuals entering and loitering in the hall, and notify the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistant staff and/or Interns for University Student Housing. In addition, staff working from 5:00PM to 8:00AM will be responsible for locking various doors, monitoring entrances/exits and making safety rounds within the residence halls in their area. The Conference Staff will be knowledgeable in the procedures utilized in maintenance related crises. In the absence of the Hall Secretary, the Conference Staff is responsible for all monies, office equipment and supplies and must ensure that only authorized personnel are allowed in the office at any time.

Administration:

The Conference Staff will provide administrative support to the Hall Secretary, Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants and Interns for University Student Housing in the daily management of the residence hall and office. The staff will assist in preparation of the residence hall for check-in/check-out of camps and conferences including the use of *ConferenceProgrammer*; attend and participate in weekly meetings; serve as a part of an on-call duty rotation; document policy violations when Texas Tech University students are involved; maintenance reporting and record keeping; filing; typing and other duties as assigned by the Residence Life Coordinators, Graduate Hall Coordinators/Graduate Assistants, Interns for University Student Housing, Hall Secretary, Manager for Conference Services and the Assistant Directors of Residence Life.

Qualifications

At the time of employment, the minimum required employment criteria will include:

- Upon job offer, a Criminal Background Check and Drug Screening will be performed. Initial employment will be based upon these checks due to the security and sensitive nature of the position
- Must currently have a minimum 2.250 Texas Tech University (TTU)/Texas Tech University Health Sciences Center (TTUHSC) semester grade point average (GPA) and 2.500 TTU/TTUHSC cumulative GPA
- Maximum enrolled credit hours per summer session are 3 undergraduate credit hours or 3 graduate credit hours. If enrolling in summer coursework, notification must be submitted to the Manager for Conference Services no later than May 1st, 2017
- Must have completed a minimum of 12 total credit hours at TTU and/or TTUHSC
- Must have resided in TTU campus housing for at least one semester
- Must maintain good academic and judicial standing with TTU/TTUHSC, University Student Housing and Student Conduct
- Applicant must have been enrolled as a full-time student in Spring 2017, and enrolled as a full-time student for Fall 2017

Requirements

Student Staff Training:

All Conference Staff are required to participate in staff training, which is conducted prior to conferences beginning in June. Conference Staff will be asked to work during break periods and provide interim coverage during periods of transition. The specific beginning time and potential holiday coverage times will be determined each year and communicated to the Conference Staff by the Manager for Conference Services.

Length of Employment:

This appointment is seasonal and does not guarantee employment outside of the summer (May – August). An end-of-summer performance evaluation will be completed by the Conference Staff member's direct supervisor, and will be taken into consideration should the individual apply for future employment. Conference Staff will be required to assist with interim coverage falling over July 1st–5th (Independence Day holiday).



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Outside Involvement:

All Conference Staff in this position will only be allowed to take one class per summer semester. Due to the nature of changing work assignments and a weekly staff meeting, the summer class that is taken may not be on Monday between 1:00-2:30 pm. An off-campus job is permitted as long as it does not conflict with the responsibilities of the Conference Staff position or the dedication rotation. It is expected that the Conference Staff responsibilities take priority over any off-campus job and that the Conference Staff is responsible for resolving any conflicts in the two schedules.

Resignation of Employment:

If at any time during employment the Conference Staff chooses to resign his/her position, room and board does not continue. Room and board is forfeited the day the staff member leaves the position. The board plan cannot be spent more than the prorated amount given during the time of employment.

Remuneration

Conference Staff will receive their room and board (when dining halls are in operation) beginning the day prior to the start of Conference Staff training. In addition, staff members receive a stipend each month of \$250.00. Conference Staff will reside in a single bedroom within a quad suite. Meal plan and housing amounts are prorated should a staff member resign or be separated.

Affirmative Action & Equal Opportunity (AAEO) Statement

Texas Tech University is committed to the principle that in no aspect of its programs shall there be differences in treatment of persons because of race, creed, national origin, age, sex, or disability, and that equal opportunity and access to facilities shall be available to all.

Current University Student Housing Employees: Please be aware that your summer employment may delay your academic year pay increase by up to 6 months.

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