

Rice University Housing and Dining Summer Conference Assistant Position Description

Summer Conference Assistants (SCAs) serve as the primary customer service staff for Housing and Dining's Summer and Conference Housing operations. SCAs will assist in servicing the needs of summer guests who are residing and/or dining on Rice's campus.

Primary Responsibilities

- Make a commitment to Housing and Dining for the entire contracted period. Summer Conference Assistants who leave before their contracts have ended will be charged for room/board compensation.
- **Attend and participate in all required staff meetings and training sessions. Weekly staff meetings will be held on Wednesdays from 3:00pm – 4:00pm. Training will be held from May 7 – 10, 2018.**
- **All employees are required to work on August 7, 2018. O-Week Advisors will be allowed to move into their rooms early in order to allow them to work on August 7.**
- Work scheduled office, customer service desk and on-call hours. Work schedules will vary from week to week to include morning, afternoon, evening, weekend and holiday shifts. Please see the individual position descriptions to learn more about schedules for each position. Summer Coordinators & Assistants may also participate in a night-time on-call rotation. During this time the employee will carry a phone provided by Housing and Dining and will be responsible for all duties associated with the on-call shift, including answering calls and attending to client needs at various times throughout the evening and night.
- Be prompt and prepared for every work shift, meeting and training session.
- Represent Rice University in a professional manner at all times including wearing official Housing and Dining uniform and name badge (if applicable) and adhering to the Departmental dress code while on duty.
- Be a positive role model within Housing and Dining. Be present, available and visible to guests during assigned shifts.
- Be knowledgeable of customer service strategies. Utilize these strategies to enhance customer service satisfaction and work with a wide range of guests (5-70 years old).
- Greet and receive inquiries in a positive and courteous manner – both in person and on the phone.
- Summer Coordinators & Assistants are primarily responsible for preparations for conference groups, providing customer service, distribution of materials, and public relations at the office and main desk area. This includes, but is not limited to, the following responsibilities:
 - Checking guests in and out of on-campus housing, including the issuing/collecting of keys, meal cards, and parking passes, maintaining accurate and updated records, utilizing conference software, answering questions and other duties as assigned.
 - Meeting daily customer service needs, including helping guests who are locked out, addressing maintenance requests and notifying appropriate Rice officials in cases of emergencies.
 - Assembling and distributing pertinent information to conferences.
 - Distributing and collect linen packs (when applicable).
 - Assisting with set up and take down of registration areas for conferences.
 - Inspecting rooms before and after each conference, reporting all damages, custodial or maintenance issues.
 - Assisting in the inventory of keys before and after each conference, including a walk-through of the residential buildings to confirm that room keys are in working order. Students are responsible for keys that they misplace.

Position Qualifications

- Candidates must demonstrate the ability to interact with conference guests in a positive manner, possess strong communication skills, knowledge of the campus and surrounding area, as well as the ability to handle various questions and concerns.
- This work is often fast-paced and sometimes challenging because summer attendee numbers are large and accommodations are mostly short-term. Summer Coordinators & Assistants are expected to be flexible, deal successfully with change and reflect a customer-service attitude.
- The SCA is a student assistant position and appointments are made on a seasonal, temporary basis only. Applicants must be a current full time student at Rice University at the time of employment. Applicants must be enrolled in course work for the fall semester 2018.
- The Summer Coordinators & Assistants work schedule is dependent on the position. Please see the individual position descriptions to learn more about schedules for each position. To be eligible for consideration the applicant must be available during their position's hours for the entire employment period (May 8 – August 19, 2017).
- Lifting Requirement: MEDIUM - Exert up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects. Requires walking or standing up to 8 hours per day. Other physical requirements of the job include manual dexterity and the ability to see, hear, reach, climb, and balance.

Terms and Conditions of Employment

The SCA position is flexible enough to allow for outside commitments (summer class, internship, outside work, vacation, etc.), provided these are disclosed prior to employment. Summer Conference Assistants are eligible to take time off at any point in the summer, provided they do not have scheduled shifts.

Compensation

Free on-campus room (August housing is determined on availability and eligibility) and meals (June and July). Summer Conference Assistants will generally be assigned a single bedroom. Some positions may also include an additional stipend. Please see the individual position descriptions to learn more!