The Conference Assistant (CA) reports to the Conference Coordinator (CC) and/or Associate Director (AD).

QUALIFICATIONS
1. Must be knowledgeable and able to articulate and implement University policies, rules, and regulations; must also have a working knowledge of campus and community resources.
2. Must be an A&M-Commerce student in good academic standing (minimum 2.25 GPA).
3. Must have a clear judicial record at the time of hiring and must maintain this status throughout the term of employment.
4. Must have demonstrated the willingness to accept supervision, the ability to follow directions, the capability to work under pressure and work as a team.
5. Must demonstrate excellent public relations and customer service skills.
6. Must be committed to successful teamwork with the entire summer conference and RLL staff.
7. Be academically classified as a sophomore or above at the time of employment.
8. Have lived in a Texas A&M University-Commerce residence hall for at least (1) semester, or have previous residence hall experience at another university at time of application.
9. Be available to serve on the staff for two summer semesters.

JOB GOAL
The CA’s primary responsibility is to assist in the operation of the summer conference program. Since the CA is the University’s primary contact with conference guests, it is necessary for the CA to maintain a professional, helpful, positive manner that supports a successful summer conference program.

RESPONSIBILITIES
The Conference Assistant is responsible for the following areas. These are cited as examples only. Because of the nature of the position, it is not possible to list all-inclusive duties.

Time Commitment
The CA position is considered to be the CA's principle non-academic activity. Co-curricular activities should not conflict with the time needed to perform effectively as a CA through the entire summer commitment. The CA is expected to:
1. Be available and accessible to guests in the hall throughout the summer commitment. Scheduled hours will vary during conference season ranging from 20 hours/week up to 40 hours/week.
2. Be willing to work a flexible schedule including weekdays, evenings, late evenings, early mornings and weekends.
3. When on day duty, the CAs will be available on campus to respond to needs from the Phase II day Camp Desk.
4. When on building duty, the CA will be in the hall from 6pm-7am, hold assigned desk hours, and complete any assignments such as a Fire Drill or Camp Meeting.
5. The secondary building duty CA will be in the hall from 10pm-7am, assist the primary duty CA with rounds, desk hours, and assignments that occur after 10pm.
6. Duty rounds will be completed between 6pm and midnight when a camp is present. A building walk-through will be completed between 3pm and 9pm when no camps are present.
7. Due to the varied work hours, the CA will keep their outside weekly involvement to 10 hours or less. This could be all class hours, all work hours, or a combination of the two.

Customer Service
1. Demonstrate initiative in greeting conference guests at hall desk.
2. Follow up with guest concerns and questions in a timely manner.
3. Be a convenient and reliable resource and reference person for conference participants.
4. Explain, support, and follow the regulations and policies outlined for summer camps.
5. Tactfully and effectively handle disciplinary situations. Report all incidents to the CC.
6. Actively look for signs of homesickness in the campers and inform the camp staff if such behavior is noticed.
7. Report any misconduct toward campers to the CC.
8. Treat the campers and camp staff in a respectful and helpful manner.
Staff Support
1. Develop and maintain on-going professional relationships with fellow staff.
2. Respond to emergencies involving guests 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 RLL staff, in performing their duties, specifically with emergency situations.

Administrative Responsibilities
1. Attend CA trainings and weekly staff meetings.
2. Check email and respond if needed at least once a day.
3. Inspect rooms prior to camp arrival and after camp departure. Room Condition Reports (RCR) are to be filled in legibly and completely with as much detail as possible. All changes made to RCRs should be reported to the CC immediately. Once training has ended, this activity will be part of hourly pay.
4. Assist with check-in and check-out procedures of guests as scheduled. Once training has ended, this activity will be part of hourly pay.
5. Maintain the day Camp Desk in Phase II Hall between 7am and 6pm daily when camps are present on campus. This activity will be part of hourly pay.
6. Be responsible for the use and maintenance of all building keys and access cards.
7. Post administrative notices and authorized announcements on the bulletin boards. Maintain attractive, informative, and up-to-date bulletin boards.
8. Communicate to guests the procedures, policies, and opportunities offered by the University.
9. The CA will carry out, accurately and punctually, all assigned duties and all responsibilities outlined in the CA Training, the Front Desk Manual, and individual hall guide.

Emergency Situations
Fires, blackouts, and individual crises demanding hospitalization, the attention of the Counseling Center, or University Police assistance are examples of emergencies which may confront a CA. In emergency situations, the CA is expected to:
1. Follow emergency protocol as trained in CA Development.
2. Demonstrate an ability to listen to others and to reflect an attitude of caring and support.
3. Demonstrate knowledge of referral options within the University (i.e. Counseling Center, etc.) and be able to explain these options to the guest seeking help. Whenever appropriate, the CA should utilize the professional Residential Living and Learning Staff as a referral option.
4. Recognize the limits of his/her training and experience as a helper.
5. Report individual emergencies to the Conference Coordinator.

Management Responsibilities
1. Submit work orders for guests and follow up as needed.
2. Maintain all front desk procedures.
3. Check showers and common areas daily when camp is in session for trash, fecal matter, etc.
4. Perform rounds as needed to ensure building maintenance, safety, and security.

TERMS OF EMPLOYMENT
1. For the period of this agreement, the CA will receive a waiver of the summer room charge in exchange for the trainings, day duty, building duty, and duty desk hours. The CA will be paid an hourly rate $7.25 for scheduled activities such as Phase II day camp desk hours, building walkthroughs, camp check-in/outs, room inspections, and other duties as assigned by the CC or AD. CAs will be scheduled at least 12 paid hours a week or the average of 12 hours a week per pay period.
2. The CA will not have any alcohol in the building when a camp is in session.
3. The CA will refrain from touching the campers, calling them any derogatory names, or speaking to/of them negatively.
4. The CA may not have any guests or visitors while a camp is in session. This includes the time the campers are not in the hall. Guests are defined as any individual not currently employed by RLL.
5. The CA will maintain a reasonable, flexible schedule to accommodate additional conferences that may be added throughout the conference season.
6. The CA will provide a schedule of weekly on-going activities such as class and set work schedules.
7. A Conference Assistant Performance Evaluation will be completed for each CA. Upon completion of the form the Conference Coordinator will have a meeting with the CA to discuss the evaluation. Conference Assistant Performance Evaluations can affect future employment with the Department of Residential Living and Learning.
8. The CA may be required to participate in other duties as assigned by the CC or AD.
OTHER EMPLOYMENT
The Conference Assistant is primarily assigned to work in the residence hall. A CA may work elsewhere on campus with the understanding that their primary responsibility is as a CA. Campus employment may not conflict with assigned camp schedules or exceed 10 hours a week or as allowed by Human Resources. If a conflict arises, the CA is expected to make arrangements with other employment and put their CA position first. Failure to do this will result in disciplinary action, which may include termination. CAs have the privilege of working on-campus 6am-9pm. A Job Agreement must be filled out prior to accepting a job.

DISMISSAL/APPEAL PROCESS
1. The CA’s performance is evaluated on an ongoing basis by the CC. If after review, performance, time commitment, and/or attitude are judged to be inadequate, the CC will meet with the CA, outline the concerns and give her/him opportunity to improve. If a CA fails to sufficiently improve, she/he will be informed in writing prior to the end of that semester that she/he will not be rehired. Depending on the severity, termination could be immediate.
2. Failure to abide by University rules and regulations as stated in the Handbook for Residential Living and Learning, and The Student’s Guidebook, may result in immediate dismissal.
3. Failure to meet specific job obligations, or the CA’s supervisor determining that the CA’s continuance would jeopardize the health or well-being of the staff and/or guests, may be grounds for immediate dismissal.
4. The supervising Conference Coordinator will make a termination decision after consulting with the Associate Director of Residential Living and Learning. If the terminated CA feels that an unfair decision is rendered, she/he may appeal to the Director of Residential Living and Learning by submitting written grounds for appeal within five (5) working days of receiving notification of termination. The appeal review decision of the Director of Residential Living and Learning shall be final and binding.

For the period of the Agreement, ______________ to ______________ the Department of Residential Living and Learning and the Conference Assistant agree to the above.

________________________________________________________________________
Conference Assistant Date

________________________________________________________________________
Conference Coordinator Date

________________________________________________________________________
Assistant Director of Residence Life Date