CONFERENCE ASSISTANT
JOB DESCRIPTION & APPLICATION

Job Responsibilities
- Must attend all staff meetings and training sessions.
- Present a good image of the University through appearance, pleasant demeanor, helpful disposition, positive and responsive attitude and actions.
- Must perform the following administrative tasks associated with summer conferences:
  - Conference participant check-in and check-out; i.e. room key distribution and collection.
  - Inspect rooms prior to and after conferences, including distribution and collection linen.
  - Report maintenance needs to include the submission of work requests.
  - Provide conference contacts with room information for assignments.
  - Respond to all summer conference building emergencies.
  - Distribute pertinent information to conference contacts; i.e. bulletins, messages, etc.
  - Be a convenient and reliable resource and reference person for conference contacts and participants.
- Must perform the following administrative tasks associated with 24 hour rollover:
  - Inspect rooms after they are vacated by summer conference groups.
  - Re-inspect rooms after work is completed to verify a room is ready for occupancy.
  - Participate in the execution of the lock-out process.
- Other duties as assigned by the Director of Conference Services, Director of Campus Services, Resident Director, or Graduate Assistant.

Qualifications
- 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.
- Must be a WCU student in good academic standing (minimum 2.5 GPA).
- Must have a clear judicial record at the time of hiring and must maintain this status throughout the term of employment.
- Must have demonstrated the willingness to accept supervision, the ability to follow directions, the capability to work under pressure and work as a team.
- Must demonstrate excellent public relations and customer service skills.
- Must be committed to successful teamwork with the entire summer conference and Residential Living staff.
Terms of Employment

- Applicants are required to work up to 40 hours per week, including some early mornings, some evenings, some weekends, and on call/duty rotation schedule. Departmental permission is required for a Conference Assistant to be away from campus.
- The position of Conference Assistant takes first priority over other time commitments.
- Must reside on campus.
- Involvement in any other employment is not permitted.
- Conference Assistants will be paid $8.00 per hour worked, with CAs scheduled for up to 40 hours per week depending on work requirements. Conference Assistants will also receive a reduced rate for a room on campus. This rate will be $75 per month.
- Conference Assistants report directly to and are supervised by the Director of Conference Services, Director of Campus Services, Graduate Assistant, and/or Residence Hall Director.

Other Duties, Responsibilities, & Expectations

- Assist with various office duties relating to conferences, such as preparing and distributing conference packets for participants; i.e. keys, access cards, room condition reports, occupancy lists, etc.
- Maintain accurate key inventory records and request re-keys in a timely and efficient manner.
- Distribute conference packets to conference contact.
- Graduate Assistants will assist Director of Conference Services and/or Resident Directors with the following tasks:
  - Supervising Conference Assistant staff.
  - Coordinating schedules.
  - Other duties as assigned by the Graduate Assistant, Director of Conference Services, Director of Campus Services or Resident Director.
- Enter housing lists of conference participants to assigned rooms.
- Provide professional staff with an active email account and phone number with voicemail, which must be checked twice daily for updates and notices.

- Dress Code:
  - Not Allowed:
    - Cut-offs
    - Short shorts
    - Wife beaters, tank-tops, etc.
    - Halters, tube tops
    - Doo-rags or skull caps
    - T-shirts with inappropriate phrases, sayings, or pictures
  - Allowed:
    - Neat jeans or khakis (no rips or holes)
    - Knee length khaki shorts
    - Capri-style pants
    - T-shirts
    - Polos
Western Carolina Department of Residential Living Conference Assistant Application

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<th>Last Name:</th>
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Are you Authorized to work in the U.S? Yes No
Have you been a CA before? Yes No If so, what year(s): If so, when: Cumulative GPA: Expected Graduation: Credit hours Earned: Major:

Your availability is important to us. Please take the time to think about your summer plans as well as any potential conflicts with the CA commitments:

1. I understand that once I am offered/accept the CA position I must submit my summer availability. I also realize that I will have to work some nights/weekends in addition to an on call/duty rotation schedule. Yes No
2. I understand that with the CA position, I will be scheduled for up to 40 hours (this will include some early mornings, some evenings, some weekends, and on call/duty rotation schedule). Yes No
3. I understand that I am required to attend CA training. Yes No
4. I understand that the CA contract runs from mid-May 2014 (based on conference reservations) to August 14, 2014 and that I can be depended on to stay throughout the contracted period Yes No

Please list any commitments, including summer classes, outside jobs, family vacations, etc. that you have planned for the summer of 2014. Please include specific dates:

Please include the name, address, and telephone number of three (3) persons from whom information concerning you may be obtained:
1. 
2. 
3. 

Please respond to the following questions on a separate piece of paper (typed).

The following questions are for all NEW CA applicants:
1. How did you hear about this position and what attracted you to it?
2. What qualities would you bring to the CA team?
3. Please describe your previous work experience and any relevance it may have to the CA position
4. Define ‘customer service’ and explain the role it plays within conference housing
5. Explain the importance of teamwork

The following questions are for all RETURNING CA applicants:
1. Please describe why you would like to return to the CA staff
2. What do you think you can offer to a new CA staff member?
3. What do you think that you can offer to the Department of Residential Living as a whole?
4. What strategies will you use to avoid CA “burnout”?
5. If you could make one change in order to increase efficiency over the summer, what would it be and why?

I wish to apply for a position within the Department of Residential Living at Western Carolina University. I certify that the information I have provided in my Conference Assistant Application is true and correct. I understand that if any information provided in this application is found to be false, it will be the basis for dismissal from the Conference Assistant Selection Process. By signing this application, I am providing permission for the Department of Residential Living to verify the academic information I have supplied, such as my GPA and credit hours, along with any disciplinary records which may be related to me. Western Carolina University reserves the right to request a background check if the candidate is successful in the selection process.

Signature Date
Print Name