Summer Conference Assistant Position Description

May 18, 2015-August 8, 2015

Summer Conference Assistants are often times the first person a guest comes in contact with while attending orientation or a conference at UTSA. A SCA's primary responsibility is to provide efficient and quality customer service to our guests. The SCAs are staff members of the Office of Housing and Residence Life and are supervised directly by a Complex Coordinator. This position has a live-in requirement.

General Responsibilities

- Actively support and demonstrate the Housing and Residence Life Mission, Vision, Core Values, and Diversity Statements.
- Maintain a supportive and cooperative attitude in regards to fellow staff members and supervisors.
- Represent the University and the Office of Housing and Residence Life in a positive manner.

Conference Responsibilities

- Provide effective and quality customer service to all guests.
- Serve as a source of information concerning UTSA and the San Antonio community.
- Facilitate guest check-ins and check-outs.
- Participate in the Summer Assistant Conference Training Program.
- Assist with Conference Activities.
- Participate in prepping and inspecting rooms prior to guests’ arrival and inspecting rooms after guests leave.
- Assist with the move-out process and damage assessments.
- Serve as a role model, communicate, and consistently enforce conference and housing policies.
- Report all emergencies and situations to a supervisor.

Desk and On-Call Responsibilities

- Work desk shifts in accordance to the supervisor's expectations.
- Serve as complex receptionist, including answering the telephone, referring inquiries and answering questions.
- Log in and out equipment.
- Make temporary keys for guests who are locked out.
- Enter reported work orders into general housing system.
- When assigned a duty shift, be on-call as assigned from 5 p.m. until 8 a.m. Duty nights will be assigned during SCA Training.
- Be the first contact person in the event of a guest concern or emergency.
- Complete at least three sets of rounds and be visible in the community during duty coverage.
Miscellaneous Responsibilities

- Attend all weekly staff meetings as scheduled by your supervisor.
- Attend any training, individual or staff meeting your supervisor deems appropriate.

Knowledge, Skills & Abilities Needed

- Must have open and flexible availability. Work will require regular night work with weekend and weekday work.
- Must have clear availability to work conference group’s schedules which vary by groups.
- Must have a clear availability to work Student/ Family Orientations.
- Good interpersonal communication skills.
- Strong organizational and time management skills.
- Assertiveness.
- Ability to cope in high pressure situations.
- Possess strong interpersonal and communication skills. Able to work with a diverse population.
- Mature, responsible person, capable of working with others.
- Ability to work with the public.
- Must maintain confidentiality.
- Must be able to work alone and with little direct supervision.
- Capable of instituting emergency protocol based on instruction.
- Neat, clean appearance, ability to positively represent UTSA and the office of Housing and Residence Life.
- Team player, willing to assist whenever a task needs to get done.
- Dependable.
- Ability to accept and follow directions.
- Punctual.
- Thorough knowledge of campus and community resources and facilities.

Preferred Knowledge, Skills, Abilities & Experience

- Knowledge of Residence Hall and Conference Services policies.
- Social Media and computer skills.
- Past experience living in UTSA Housing.
- Experience with and knowledge of customer service standards.

Conditions of Employment

- Must have minimum of a 2.5 cumulative grade point average.
- Must have been enrolled in the Spring Semester 2015.
- Must comply with any other Student Employee regulations.
- Must pass a criminal background and a student judicial affairs check.
- Must be able to attend training the week of May 26, 2015.
Compensation

- A room in an assigned two-bedroom unit.
- A summer meal allowance.
- Stipend of $300 per month (this is taxable if you are not taking classes).
- Opportunity to gain valuable leadership experience and skills in personal interaction and growth.

Equal Opportunity

- It is our policy to provide equal opportunity for all qualified persons without regard to race, color, religion, age, veteran’s status, disability or national origin.