Summer Assistants are the primary support system of the University of Evansville Summer Program. Under the supervision of the Director of Residence Life and the Summer Coordinator(s), the Summer Assistants are responsible for providing assistance to conference guests and summer school students. The Summer Assistants will be involved in all phases of the conference program including general program preparation and servicing specific conference needs. Please note that the Summer Assistants will be rotated to different buildings and tasks as needed.

**Preferred Skills and Experience**

- A strong commitment to providing excellent customer service
- Dependability
- Willingness to work a flexible schedule
- Accuracy and attention to detail
- Interest in working with campus guests
- Ability to perform light physical labor
- Good communication skills
- Good Academic and Judicial Standing at UE
- Work in a fast paced environment
- Ability to adapt to new and unexpected work situations
- Knowledge of the U of E campus and Evansville points of interest
- Ability and willingness to work as part of a team and independently
- Availability during entire conference season (time-off requests must be approved prior to leaving)

**Position Overview**

The Summer Staff will be involved in all phases of the conference program including general program preparation, servicing specific conference needs, and post conference wrap-up.

**I. The Summer Assistant Agrees**

1. To attend the Summer Assistant training program.
   - Monday, April 16th 8:00 p.m.-10:00 p.m.
   - Monday, May 7th-Tuesday May, 16th 9:30 a.m.-6:00 p.m.
2. To have exemplary personal conduct at all times and adhere to all University policies and procedures as outlined in the student handbook.
3. To perform all administrative functions as outlined and other duties as instructed and assigned by the Conference Coordinators, Residence Life staff, or the Director of Residence Life.
4. To respond promptly to all safety and emergency situations that may arise.
5. To serve as a resource and representative of the University to all visitors and guests.
6. To obtain and efficiently utilize a Google account for the summer program’s calendars and documents.
7. To participate in the Summer transitioning days.
   - July 24th – July 30th 9:30 a.m. – 6:00 p.m.

**II. Staff Preparation Responsibilities**

1. Attend and participate in all staff training, meetings, and development sessions.
2. Become familiar with and knowledgeable of housing, dining, and campus facilities; university policies; as well as operating and emergency procedures.
3. Become familiar with responsibilities related to conference groups as outlined by the Summer Staff Coordinators and Summer Assistant Position Description.
4. Become familiar with all conference programs hosted including who is hosting the program, program demographics, general schedule, the conference’s general purpose, etc.

**III. Preparation Responsibilities**

1. Assess and report housekeeping and maintenance needs of conference and summer housing facilities to ensure appropriate preparation and appearance.
2. Inventory conference and housing supplies, such as linen, furniture, keys, etc.
3. Assist in key and check-in preparation.
4. Assist in preparation, distribution of linen, set-up, and/or special arrangements for conferences.
5. Assist in the preparation, posting, and disseminating of conference and housing information materials and bulletin boards.
6. Assist with other duties and projects as assigned by the professional staff.

IV. GENERAL OPERATION RESPONSIBILITIES

1. Meet and communicate regularly with the Summer Coordinators and other Summer Assistants.
2. Serve as a referral/resource person to conference participants and summer housing residents, focusing on a philosophy of good customer service.
3. Perform routine office duties and maintain a neat and orderly office.
4. Perform check-in and check-out duties for residents in summer housing and ensure all guidelines are followed.
5. Assist in check-in and check-out coverage for select conferences with the possibility of additional compensation for in-hall check in and check out.
6. Pay close attention to details of all transactions (paperwork, logs/records, keys, access cards, etc.) when working at the desk or during check-in/out to ensure accuracy of individual and/or conference or housing reconciliation and billing.
7. Provide assistance to conference guests and summer school students on an ongoing basis, especially but not limited to conference guests and/or summer school students staying in the Summer Assistant’s building.
8. Provide quality programming for summer school students at least once per summer session.
9. Intervene with individuals or groups suspected of involvement in policy violations.
10. Greet and receive inquiries in a positive and courteous manner while remaining flexible and willing to accommodate guests’ changing needs in a mature and tactful manner.
11. Represent UE in a professional manner at all times including wearing official Summer Staff uniform, name badge, and adhering to the dress code while working and on-duty.
12. Perform other duties as assigned and assist in main Residence Life Office responsibilities as needed.

V. POST CONFERENCE RESPONSIBILITIES

1. If applicable, all linen should be collected, counted, and prepared for pick-up in the designated location.
2. Inventory, record, and report lost keys, linen, and room furnishings.
3. Inspect, record, and report public area and room damage.
4. Evaluate conference by noting feedback, problems, and concerns in writing.
5. Assist with housekeeping efforts.
6. Collect conference evaluation data, if applicable.
7. Identify, secure, and return lost items found at the conclusion of a conference.
8. Perform other post-conference tasks as needed and/or assigned.

VI. DUTY & OTHER RESPONSIBILITIES

1. Summer Assistants will serve on a rotating duty schedule. Each staff member serves weeknight duty up to 13 nights and for at least two weekends throughout the summer. The staff member on duty must remain on campus during that time while carrying the duty phone and answering all calls.
2. The on-duty Summer Assistant will perform nightly walk-throughs of all summer residence hall(s) to ensure building is secure and assist conference and/or summer housing residents with lockouts.
3. Summer Assistants are responsible for serving as a primary contact for those conference guests or
summer residents that may be residing in their assigned areas, even when not on duty.
4. The Summer Assistant may sit office hours in the Conference Office during scheduled duty days.
5. All overnight stays outside of summer housing, including vacation time, must be approved by the
Summer Coordinators. Vacation requests may not be granted when conference guests are schedule
in your assigned area.
6. Be flexible in work availability as based on occupancy schedules; several dates will be deemed “all
staff” work days (large camps, and residential move over dates).

VII. IN ACCEPTING THIS APPOINTMENT, THE SUMMER STAFF ALSO UNDERSTANDS/ AGREES THAT:
1. The Conference Coordinators and the Director of Residence Life will make final room assignment
decisions.
2. Summer Assistants will be rotated to different buildings and tasks as needed; this includes Summer
Assistant housing assignments, with the possibility of additional compensation.
3. Should they at any time decide to resign, they will notify their direct supervisors at least two weeks
prior to their resignation.
4. The University reserves the right to terminate appointments at any time for unsatisfactory
performance or just cause. When a Summer Assistant is dismissed, this agreement becomes null
and void, and compensation will cease as of the date of dismissal.
5. Appointment as a Summer Assistant is contingent upon successful clearance of a background
check and sexual misconduct training to be conducted by an approved University vendor.
6. Hours are variable and are determined by the conference schedule and the Summer Coordinators.

VIII. CLASS ATTENDANCE & OUTSIDE EMPLOYMENT
1. Any classes and/or outside employment need to be pre-approved by the Summer Coordinators with
the submission of a weekly schedule. Employment as a Summer Assistant member must maintain
priority over any other form of employment.
2. The following are options available to Summer Assistants regarding class and outside employment:
   • 1 class per 5-week session and less than 20 hours of outside employment
   • 2 classes per 5-week session and no outside employment
   • No classes and less than 25 hours of outside employment
3. Summer Assistants are not eligible for work study positions. Some exceptions are made for
international students.

VII. COMPENSATION

Room: Single Room Rent Waiver in an air-conditioned residence hall
Stipend: $1125 for the summer

This contract is effective:
Start Date: May 7, 2018 End Date: August 17, 2018