



Senior Conference Assistant Job Description

Summer 2024

Mission

Carolina Housing works to provide convenient housing that is secure, inclusive, and supportive. Students create a home in our on-campus communities, build life-long friendships and develop skills for their current and future successes as they journey through their Carolina experience. UNC Conference Services, operated by Carolina Housing, offers affordable, convenient accommodations in campus residence halls and apartments for camps, conferences, and individuals engaging in education-based activities over the summer months.

Senior Conference Assistant Position

The Senior Conference Assistant (SCA) position works for the Office of Conference Services, a unit within Carolina Housing. SCAs work under the direction of the Assistant Director of Conference Services and with direct supervision from the ACUHO-I graduate intern(s). A successful SCA demonstrates initiative, possesses the ability to work autonomously as well as part of a team, communicates effectively, and maintains a positive attitude.

The Senior Conference Assistant is the front-line customer service representative of the University to all summer camps and conference guests. The SCAs specific duties include team development, key management, guest relations, room set-up, linen distribution, scheduling CA team, and other tasks as assigned. Conference Assistants also assist with camps & conference check-ins/check-outs, work guest services shifts at the community office, and help ensure that the facilities are in good order by conducting inspections and post-conference assessments.

Senior Conference Assistants do not maintain traditional 8am-5pm, Monday-Friday hours. Actual work hours vary based upon residential community needs and the needs of Carolina Housing. Additionally, SCAs will be in an on-call rotation between the hours of 5:00pm and 9:00am requiring them to live on-campus. SCAs will work on average 20 – 25 hours per week. This includes daytime, nighttime, weekend, and special events. For example, this may include inclement weather, training, opening, closing, university emergencies, and unforeseen circumstances. SCAs are also required to attend all training days which will be communicated in advance in order for staff to accommodate. Any time away from the community must be requested and approved by the Assistant Director of Conference Services.

This job description is meant to provide an outline of critical job functions of the SCA position and is not an all-inclusive list. Through the course of the summer there will be times where staff will be called to service based on the needs of the community that may not be outlined in a job description. SCAs agree to meet and abide by the standards described in this document; the SCA Letter of Appointment; the Student Staff Ethical Principles; the Community Living Standards; the Housing Contract; the expectations communicated by Carolina Housing during trainings and by their supervisor; University policies; and State and Federal Laws.

Essential Functions

Employment and Training Dates

- The Senior Conference Assistant date of employment for Summer 2024 are Monday, May 16th to Wednesday, July 31st, 2024. SCAs are expected to be available for employment the entire employment period.
- SCAs are required to attend and participate in training which will occur Monday May 16th – Thursday, May 23rd, 2024.

Conference Support

- Work behind the scenes to ensure that preparations are completed for successful conferences
- Guest relations, room set-up, linen distribution, and other tasks as assigned
- Work scheduled bullpen shifts which will be divided amongst the Conference Assistant team and range from 9:00 AM – 5:00 PM Monday – Friday.

- Work scheduled check-in/check-out shifts will be dependent on the client's needs and can occur after hours and on the weekends.
- Respond to all On-Call requests for all camps & conferences between 5:00 pm and 9:00 am when On-Call and 24-hours on weekends.
- Assist with linen distribution/transportation, preparing areas for summer guests, moving tables and chairs and other duties as assigned
- Provide a high level of customer service
- Assist with room turnover, including facilitating the unclaimed property protocol

Supervision

- Serve as a positive role model to clients, campers, and staff members
- Demonstrate initiative (i.e. self-starter, actively looks for solutions)
- Develop positive mentor relationships with Conference Assistants
- Coordinate with the Conference Leadership Team in the scheduling of bullpen, duty, and check-in/out shifts
- Encourages Conference Assistant involvement and leadership development
- Display a positive attitude about the SCA position, Carolina Housing, Conference Services and the University
- Serve as a team lead for Conference Services at varying check-ins/outs
- Serve on the Leadership Team On-Call rotation. Will respond to all requests from camps & conferences between 5:00 pm and 9:00 am when On-Call and during 24-hours on weekends.

Administration

- Maintain keys (including audits, reordering and check out procedures)
- Desk and on-call shift scheduling
- Facilitate check-in and out procedures
- Prepare, attend, and participate in all meetings (ex: leadership team, staff, committees, 1:1, trainings, collaterals, etc.)
- Time management (ex: attendance/timeliness for meetings, availability on floor, presence in community, etc.)
- Complete all desk duties
- Demonstrate proficiency, understanding, and appropriate use of Carolina Housing systems (StarRez, Maxient, Advocate, FixMyRoom, Microsoft Teams, etc.)
- Submit paperwork on time and complete projects thoroughly

Communication

- Excel in verbal and written communication
- Demonstrate appropriate use of technology (ex: social networking, texting, etc)
- Create and maintain a customer centered environment when working in the office

Departmental Initiatives & Vision

- Demonstrate a commitment to creating a welcoming community (ex: language, awareness, programming, campus wide trainings/events, etc.)
- Serve as a positive role model for guests and fellow staff members
- Be visible and approachable in the community
- Create and maintains positive working relationships with housing partners (ex: Housekeeping, Maintenance, and Public Safety)
- Maintain security and ethical use of all passwords, codes, and student information
- Preserve the confidentiality of personal information about students and staff obtained in the course of employment. FERPA (ex: rosters, key cards, student photos and information in StarRez, etc.)

Duty & Crisis

- Serve in a Duty Rotation that observes, addresses, and responds to the needs of the community as outlined by Carolina Housing (ex: community desk hours, rounds, duty phone calls, etc.)

- Respond to emergencies in accordance with Carolina Housing protocol and procedure
- Support fellow staff members
- Manage and respond to facility related issues
- Serve as a Mandated Reporter (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor)

Qualifications

- SCA applicants must have experience employed by Conference Services/Carolina Housing as a previous Conference Assistant.
- Applicants must be enrolled in at least one course for the Fall of 2024 prior to the first day of summer employment. In order to be eligible for summer employment, applicants do not have to be enrolled in a specific number of classes, nor are you required to be returning to work for Carolina Housing for 2024-2025 academic year.
- Student staff must meet the following qualifications starting at the time the employment application closes, during the applicant's candidacy and throughout the tenure of employment. Student staff must:
 - Maintain and be good conduct standing with Carolina Housing (i.e. not having an active sanction of housing contract probation or higher; not having an overdue sanction).
 - Maintain good financial standing with the University and with Carolina Housing.
 - Student staff must complete a criminal background check. Any offer of employment from Carolina Housing is contingent upon the results of the background check. Carolina Housing reserves the right to withdraw, rescind, or cancel its employment offer or appointment at any time if Carolina Housing, in its sole discretion, determines that the employee's background check results are not satisfactory.
 - Notify their supervisor in writing, regardless of intent to appeal, upon receiving a referral for a University violation (i.e. Honor Code, Alcohol Policy, the Policy on Prohibited Discrimination, Harassment, and Related Misconduct), conviction of a crime, or responsible finding for violating any University policy. Carolina Housing has the right to take employment action, up to and including termination, based on this information.
- Student staff must meet following qualifications starting on the first day of employment throughout the tenure of employment. Student Staff must:
 - Maintain enrollment as full-time students in the Spring and Fall of 2024 (Summer enrollment is not required) and cannot be employed on a permanent, full-time basis anywhere, and must not otherwise occupy a classified employment position with the University. Student staff are "at will" employees, are not eligible for layoff priority employment or severance pay, and may be terminated at any time without additional compensation. A lapse in student status occurs during breaks (winter and summer) when an employee is not enrolled in courses. This lapse does not affect employment eligibility, though it may subject the employee to FISCAs tax deductions.
 - Maintain appropriate balance while in this position, meaning no more than 40 hours of involvement per week including 25 hours for the position, academic credit hours, and other campus involvement. Student staff may take no more than 4 credit hours per summer Session and may not hold additional employment (paid or unpaid) without written approval from both their supervisor and Assistant Director.
 - Live in the residence hall to which they are assigned by Carolina Housing for the duration of their appointment. In the case of mid-term of Carolina Housing that may require relocation to another room or residence hall.
 - Have access to a mobile phone or private land line that has an activated voice mailbox while employed, and will provide their supervisor with a number to this phone.

Compensation

The information below is the historical compensation for this position. Given potential legislative and other changes under consideration, this is subject to change and will be finalized before formal offers of employment are made.

- Carolina Housing provides Senior Conference Assistants a compensation package that includes:
 - A stipend payment of \$6,200 per summer that will be divided and paid out monthly on the last business day of the month.

- Assignment to a single furnished room unless housing shortages require the assignment of a roommate.
- *Carolina Housing encourages applicants and employees to consider if this compensation package will affect their financial aid package. [Please contact Scholarships and Student Aid, 962-8396 for information on eligibility for aid and employment.](#)