

# WesternLeader 2021-2022

# Summer Assistant (SA)

## Overview

A Summer Assistant (SA) is the front-line staff member with direct and constant contact with students and guests over the summer. Summer Assistants are an integral part of University Housing and Dining Services (UHDS) summer operations such as camps, conferences, and summer orientation. Oversight of the front desk, checking in and sending out packages, and receiving phone calls related to the building and assisting when needed are huge components of this job. Summer Assistants represent UHDS and should act as liaisons to the University and as role models to future and current students.

## Requirements

Applicants must maintain a cumulative GPA of 2.5 or higher, be in good judicial standing with the University, able to consistently and effectively communicate, be a positive University representative, have customer service experience, able to handle crisis/emergency situations, and have a conversation about current positions/internships/student teaching outside the SA role with a full time staff member.

## Responsibilities

### Community Facilitator

Be present, visible, and accessible on the floor consistently during normal waking hours, hold floor meetings with floor members in accordance with hall policies, respect and maintain appropriate staff and student confidentiality.

### Referral Agent

Facilitate conversation and provide resources for academic goals, financial intelligence, transition issues, anxieties, frustrations, concerns or feelings about college. Share campus and community resources to assist residents and refer them appropriately. Follow up with residents in a timely and thorough basis.

### Team Member

Recognize and identify your role as a UHDS representative while displaying a positive attitude and being a supportive staff member.

### Administrator

Complete paperwork in an accurate and timely manner, including but not limited to check-ins, check-outs, room condition reports, MicroFridge reports, occupancy reports, maintenance requests, surveys, and other tasks as assigned by the supervisor. Be available for and participate in the opening and closing of the residence halls. Assist with year-end closing activities and know you will be required to remain in their building until the building has been officially closed and closing responsibilities have been completed per UHDS staff guidelines .

### Representative

Adhere to all departmental and university policies and all local, state, and federal laws -Follow, explain and uphold the departmental and university policies and actively confront and document all disciplinary situations.

Summer Assistants will be guaranteed a job at the information desk. Hours may vary and change from week to week.

*\*Upon hiring, you will receive a full job description.*



- SAs are paid minimum wage for working the desk, receive a single room and a meal plan.
- SAs will be scheduled approximately 15-20 desk hours a week.
- SAs must work May - August, with specific dates TBD.

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