The Summer Conference Assistant (SCA) is an important part of the summer operations team within Housing and Residence Life (HRL). SCAs provide service and assistance to participants in summer camps and conferences as well as Spartan Orientation, Advising, and Registration (SOAR) – hereinafter referred to as “guests.” Under the direction of two graduate student interns, SCAs are responsible for the daily operation of the residence halls during the summer, with the exception of Summer School housing. SCAs are expected to create an atmosphere of helpfulness and friendliness meeting the needs of all guests. SCAs are involved in all phases of the conference and SOAR housing programs, including administration and facilities management.

**POSITION ELIGIBILITY REQUIREMENTS**

In order to qualify for this position, interested candidates must:

- Have lived on campus for a minimum of one semester.
- Possess a cumulative grade point average of 2.0 or higher at the time of application.
- Be enrolled in classes at the university for the Fall 2019 semester.
- Be committed to employment for entire summer upon initial hire.
- Must have Thursday evenings from 4-6pm available (mandatory)
- Be in good conduct standing with the University at the time of hire. During the period of employment, SCAs must not be found in violation of any University policies or procedures.
- Satisfactorily pass a federal background check to be conducted once position is offered and accepted. Failure to pass will result in rescinding of job offer.

**MAJOR AREAS OF RESPONSIBILITY**

**Customer Service**

- Serve as an accessible and reliable resource for all guests.
- Conduct oneself in a professional manner and serving as a positive representation of UNCG.
- Distribute pertinent information to guests.
- Maintains accurate records of all guests residing in the residence halls.
- Issue lockout cards and keys as needed and according to departmental protocols.
- Confront and document guest behavior that violates university and departmental policies and regulations.

**Administration**

- Conduct check-in and check-out processes for all guests.
- Manage key inventory, distribution, and collection prior to and immediately following each conference.
- Complete all paperwork accurately and within established timelines. This includes weekly reports, duty logs, check-in/check-out forms, key lists, and other documents required by the department or supervisor.
- Assist with hall inspections and preparation prior to the arrival of each summer group.
- Assist with the opening and closing of the residence halls.
- Assist with Housing and Residence Life tasks such as: House Call Bags, bulletin boards, and Spartan packs.

**Crisis Management**

- Serve in at duty rotation to provide timely service to guest emergencies and needs (approximately 2-3 days or nights per week). It is expected that SCAs will stay overnight in an assigned building on a rotating basis.
- Be familiar with all emergency procedures, including evacuation routes and alarm activation locations, and respond according to departmental protocols.
- Educate guests on departmental policies and guidelines and emergency procedures.
- Maintain a safe and secure environment that is conducive to a positive guest experience.

**Maintenance and Facilities**

- Identify and report housekeeping and maintenance problems according to departmental protocol and follow up to ensure issues are addressed in a timely fashion.
- Communicate regularly with supervisor(s) concerning maintenance and housekeeping requests.
- Investigate any damage to the building and immediately report it to supervisor(s).
Staff Responsibility

- Attend all SCA staff meetings (Thursdays 4-6pm).
- Attend all staff trainings and functions deemed mandatory by supervisor.
- Work cooperatively with fellow SCAs to ensure a positive guest experience.
- Support departmental and supervisory decisions; feedback may be provided directly to supervisor in an appropriate, private setting.
- Coordinate time away with supervisor(s) at least one week in advance (supervisor may require earlier notification).
- Communicate with supervisor(s) and other SCAs on a daily basis.
- Perform other duties as assigned by supervisor(s).

TIME COMMITMENT

Employment as a Summer Conference Assistant begins on the designated first day of student staff training (approximately May 13, 2019), continues through both summer sessions, and ends on the day after the residence halls close, following the check-out of the last schedule summer conference (approximately August 5, 2019). SCAs may be mandated to attend one introductory meeting prior to their start date. Additionally, SCAs are mandated to attend a weekly staff meeting that will be held on Thursdays from 4-6pm. This is a required meeting.

SCAs have a day and night duty structure. The number of days and nights an SCA may be on duty will vary according to the number of guests on campus and the nature of the camp or conference they are attending. Whenever guests are on campus, one SCA will serve on duty 7:00 AM to 7:00 PM. While on “day duty” the SCA may not leave campus. In the evening, SCAs will serve on “night duty” and must remain in their designated building from 7:00 PM to 7:00 AM. During both day and night duty, SCAs on Duty will carry a duty cell phone and be responsible for responding to crises and guests needs. During night duty, SCAs will also sit at the front desk for approximately 3 hours each night (specific times will be communicated by supervisor).

On average, SCAs can expect to work approximately 30 hours per week. This includes time spent actively completing tasks but does not include the total number of hours spent “on duty.” Time spent in the residence halls but not actively completing SCA responsibilities is not considered “work time.”

While employed by HRL, SCAs may not work for another employer on or off-campus without approval from their supervisor. Due to conflicting responsibilities between the positions, SCAs may not simultaneously hold the following summer positions:

- Spartan Orientation Staff (SOS)
- Orientation Ambassador for Residential Colleges (Ashby, Grogan, or Strong)
- Honors College Ambassador
- Music Camp Counselor

TERMS OF EMPLOYMENT

- SCAs are required to reside on campus in an assigned room, usually the same building as Summer School housing. SCAs will reside temporarily in other buildings when on duty.
- The position may require up to 30 hours of work per week, which includes early mornings, evenings, and weekends. Hours are not consistent and will depend on the SCA’s assigned tasks for a given week.
- SCAs are permitted a maximum of one in-person course and one online course per summer session.
- Outside commitments (excluding classes) and/or secondary employment (cannot exceed 20 hours/week) must be approved by supervisor(s) and must not take priority over SCA responsibilities.
- This position takes precedence over any other time commitments excluding academic commitments. If an SCA proves incapable of successfully balancing the expectations of the SCA role with other commitments, the SCA will either be asked to discontinue the other commitment or be terminated from the SCA position.
- SCAs may leave campus freely when not on duty or otherwise involved in staff functions but must obtain supervisor permission before traveling more than 1.5 hours from campus or overnight.
- Job performance as an SCA can and will affect all current and future employment with HRL.
- Students who accept the SCA position must complete a Summer Housing Application and are subject to the terms of the Summer Housing Contract, including cancellations penalties in the event an SCA resigns or is terminated from the position.

Revised February 11, 2019
WORK ATTIRE
● HRL will provide each SCA with 2 staff shirts and a name tag. Failure to return the name tag at the end of the summer will result in a $15.00 charge applied to the SCA’s student account with the University.
● Each SCA is responsible for having at least one pair of khaki bottoms (pants, shorts of an appropriate length, or skirts) and close-toed shoes (e.g., sneakers, tennis shoes, flats)
● When working a check-in or check-out process (including safety talks), providing hall tours, or representing HRL at SOAR, SCAs must wear their staff shirt, name tag, and close-toed shoes.
● When on duty, SCAs must still wear their name tag but may dress more casually (t-shirt, jeans, shorts of an appropriate length, etc.). Tank tops, sweatpants, pajamas, short shorts, and workout attire are not permissible attire when on duty (except when in the privacy of the SCA’s room at night).
● SCAs are not permitted to wear clothing depicting other colleges or universities or off-campus housing in the course of carrying out their job responsibilities.
● SCAs must maintain a clean and well-kempt appearance when carrying out their job responsibilities.

DUTY
The duty schedule will be coordinated by the SCA supervisor(s) and communicated at least 1 week in advance. SCAs are required to submit a summer class schedule, plans for extended vacation (more than 2 days), and any other outside time commitments at the time of hire. Supervisor(s) will provide additional expectations for SCAs to communicate additional short-term time away requests during training.

COMMUNICATION
SCAs are expected to check their UNCG email daily, as this will be the official means of communication between HRL staff and SCAs. SCA must also provide their cell phone number their supervisor(s) to be used as needed. SCAs may also be provided a physical mailbox, which they are required to check daily.

CONDUCT
As employees of HRL, SCAs are expected to conduct themselves in a professional manner at all times. SCAs must abide by the Student Code of Conduct and all departmental policies. SCAs found in violation of said policies may be subject to termination of employment.

TERMINATION OF EMPLOYMENT
A staff member may be terminated if he or she fails to carry out the responsibilities of the SCA position or is found responsible for violating the Student Code of Conduct or departmental policies. If an SCA is terminated from the position, he or she must immediately vacate their summer housing assignment (SCAs may choose to pay for on-campus housing for the remainder of the summer but will be required to relocate to a new space).

COMPENSATION
The Summer Conference Assistant position provides a monthly stipend of $600 at the end of the May, June, and July. Living on campus is a requirement of the job and staff are therefore provided an on-campus apartment for the duration of the summer. A meal plan will not be provided. The summer housing package is valued at a little over $2,000.

STATEMENTS AND SIGNATURE

Statement of Good Conduct Standing
By signing below, I give HRL permission to obtain information concerning my conduct record. I understand that if I am not in “Good Conduct Standing”—which means I may have outstanding conduct sanctions—I may be ineligible for employment.

Statement of Good Academic Standing
By signing below, I give HRL permission to obtain information concerning my academic standing. I understand that if I am not in “Good Academic Standing”—which means I do not have at least a 2.0 GPA—I may be ineligible for employment.

Statement of Understanding
By signing this Summer Conference Assistant Work Agreement, I accept the SCA position and agree to the terms and conditions of this contract.

Revised February 11, 2019
Name (Please Print)
Signature
Date

Polo Size ______
T-Shirt Size ______