Summer Assistant (SA)  
Position Description – Summer 2018

As a member of the GW Summer & Conference Housing staff, the Summer Assistant (SA) shares responsibility for assisting with all aspects of GW’s Summer conference, housing, and events program coordinated by GW Housing and MVC Events. Daily Operational tasks of a Summer Assistant include but are not limited to: group and individual check-ins/outs, reservation management, distribution of Summer access cards and keys, providing quality customer service, guest concierge functions, and other administrative support to our Summer guests.

Summer Assistants on the Mount Vernon Campus also assist with meeting space reservations, Summer meals and catering requests, and audio/visual setups for events. Summer Assistants on both campuses will further assist with room inspections to ensure room readiness prior to guest arrivals. Summer Assistants should be familiar with and must adhere to all University rules, regulations, and policies, and work collaboratively with others within the GW Housing team and other campus partners.

RESPONSIBILITIES

- Serves as a representative of GW Housing, Mount Vernon Campus Events and Special Services, and the University by providing exemplary customer service and administrative support to all Summer guests.
- Assists in the daily operation of the Summer Guest Services office.
- Serves under the supervision of GW Housing/MVC Events Professional Staff and the Lead Summer Assistant Staff team.
- Maintains office hours within a specific shift (AM, Mid-Day, or PM) each week which includes weekend days. Scheduled days will vary from week to week. Based on program needs, SAs will be scheduled three (3) to five (5) shifts per week, which equates to between fifteen to seventeen (15-17) and twenty-five to twenty-eight (25-28) office hours per week, with a typical week being four (4) scheduled shifts at twenty to twenty-two (20-22) hours per week.
- Maintains office hours as assigned by GW Housing/MVC Events Professional Staff during the Summer program. Additional hours outside of a shift may also be available based on program needs and may be scheduled during busy times (e.g., Colonial Inauguration, large Summer openings and closing, transition periods).
- Staff should anticipate being available for the following weekends: May 26-27, June 2-3, June 9-10, June 30-July 1, July 28-29, August 4-5, August 11-12, and August 25,26, 2018.
- Maintains scheduled “After Hours” on-call coverage and response in support of the Summer & Conference Housing program.
- Communicates on a regular basis with GW Housing/MVC Events staff by completing daily shift and on-call reports; participates in staff and individual meetings with the Lead Summer Assistant Staff.
- Understands; supports; interprets; implements; and also abides by and enforces rules, regulations, and policies of GW Housing/MVC Events and the University.
- Responds to and assists with emergency response as directed by GW Housing/MVC Events Professional staff and/or the Lead Summer Assistant Staff.
- Performs other duties as assigned by GW Housing/MVC Events Professional Staff and/or the Lead Summer Assistant Staff.

TERMS AND CONDITIONS

- Summer Assistants must be in good standing (academic, disciplinary, and financial) with the University throughout the application and selection process and throughout the term of their training and service.
- The SA position is a live-on position; staff must live in the resident hall to which he or she has been assigned by GW Housing professional staff. Staff on the Mount Vernon Campus will be housed on the Mount Vernon Campus.
- SAs may hold a separate part-time job and/or attend classes only if it does not interfere with the SA position. Other employment or any other external commitments must be limited to 15 hours/week, unless prior GW Housing approval is obtained. SAs must inform GW Housing of all outside employment or other external commitments initially through the application process and also prior to the start of the Summer program. SAs must maintain flexibility in their schedule throughout the Summer period.
• Summer Assistants selected to serve must disclose prior to the start of the Summer program their intent to hold a second on-campus position with a different GW office; SAs selected to serve another GW office may not exceed 39 total service hours between all positions in any pay week (Sunday to Saturday) and are responsible to adjust their schedule with that other GW office to meet this expectation.
• Any requests for time away for more than 72 consecutive hours must be submitted to and approved by the supervising GW Housing/MVC Events professional staff member or designee. SAs are responsible for finding coverage for service shifts missed during any approved leave and for making arrangements to make up shifts equitably amongst the SA staff.

ROLE SPECIFIC DETAILS
• Summer Assistants will attend and fully participate in all scheduled sessions of Summer Assistant Training.
  o Foggy Bottom SA Training will occur on May 17-18 and May 21-23, 2018 (tentatively 9:00am-5:00pm daily).
  o Mount Vernon SA Training will occur on May 17-18 and June 4-8, 2018 (tentatively 9:00am-5:00pm daily).
• Summer Assistants will be chosen to hold office hours within a pre-determined Shift; SAs may not take on any outside obligation that conflicts with their assigned shift hours:
  o Foggy Bottom SA Shifts are each five (5) hours: AM shift – 8:30am-1:30pm, Mid-Day shift – 1:15pm-6:15pm, and PM shift – 6:00pm-11:00pm.
  o Mount Vernon SA Shifts are each five and one-half (5.5) hours: AM shift – 7:30am-1:00pm, Mid-Day shift – Noon-5:30pm, and PM shift – 4:30pm-10:00pm.
• Summer Assistants will be scheduled for “After Hours” on-call coverage and response in addition to their base schedule of office hours.
  o Foggy Bottom SAs will be scheduled in pairs for “After Hours” on-call coverage and response from the hours of 11:00pm-8:30am as part of a rotating schedule. Between 11:00pm-8:30am, a Foggy Bottom SA must be physically on the Foggy Bottom campus, in their assigned residence hall room during their on-call hours unless it is otherwise necessary to go to the Amsterdam Hall Guest Services Office for response.
  o Mount Vernon SAs will be scheduled for “After Hours” on-call coverage and response from the hours 10:00pm-7:30am as part of a rotating schedule. Between 10:00pm-midnight, a Mount Vernon SA must be physically on the Mount Vernon campus and accessible by phone; beginning midnight, the Mount Vernon SA will remain in their assigned residence hall room during their on-call hours unless it is otherwise necessary to go to the West Hall Guest Services Office for response.
• Summer Assistants will facilitate check-in/outs for all groups and guests. Maintains current knowledge of available accommodations, space & meal reservations, and utilizes appropriate processes and technology to serve customers in an effective manner.
• SAs serve in a concierge function, providing information and referrals to other University offices and to the community.
• All Summer Assistants will thoroughly assess the room readiness condition of all living space and proper functioning of all items contained within a living unit, track and report all identified issues through appropriate measures.
  o To assist with the start of the Summer season, Mount Vernon SAs will be scheduled hours beyond their assigned shift to conduct Room Inspections for both campuses between May 21-25 and May 28-June 1, 2018 (tentatively 10:00am-6:00pm daily).

CRITERIA FOR SELECTION
• Candidate must be registered as a full-time undergraduate student in a George Washington University degree-granting program or participating in a GW approved abroad program at time of application.
• Candidate must be enrolled as a full-time student or participating in a GW approved abroad program for Fall 2018, meaning that Spring 2018 graduates who do not intend to attend GW for Fall 2018 are ineligible for selection.
• Candidate must demonstrate strong administrative, customer service and team building skills.
• Candidate must have experience or transferable skills in a customer service setting or campus leadership/related employment experience.
• Candidate must demonstrate collaboration and a capability for service of diverse populations with special needs.
• Overall presentation of the Summer Assistant application, submitted resume, essay statements, and adherence to guidelines will be strongly considered.
• Overall Summer availability will be considered for applicants. Selected Summer Assistants are knowingly accepting a Summer intensive service role. SAs must serve office hours within a pre-determined shift, which includes weekends. Candidates are expected able to serve through the conclusion of the Summer program which ends August 26, 2018. Commitments, including future selection as a Center for Student Engagement Resident Advisor, will be considered and do not absolutely exclude a candidate from consideration. Full disclosure of all known, anticipated, or possible commitments is required at time of application.
Grade point averages will be considered for applicants. Candidate must be in good academic standing throughout the application and selection process and throughout the term of their training and service. Those candidates who would be planning to take Summer classes should consider the demanding Summer Assistant commitment and how it could affect time spent on academics. SAs cannot register for classes that overlap with their assigned shift and scheduled office hours. Academic status will be verified prior to position offers being sent, re-checked at the start and end of Spring training, and again prior to the start of the Summer season and discussed with candidates if needed.

Disciplinary records of candidates will be considered throughout the application process. In addition, candidates who are documented as a result of any University policy violation at any point after the time of application may be withdrawn from selection consideration or removed from selected service.

This position is subject to a background check that includes Criminal History Screening, Education/Degree/Certifications Verification, Social Security Number Trace, Sex Offender Registry Search, and Prior Employment Verification.

**BENEFITS AND COMPENSATION**

- Summer Assistants will earn an hourly wage of **$8.50/hour** during the training and Summer period (May 17 – August 26), paid on a bi-weekly basis.
- Summer Assistants will also be permitted to elect an optional one week of unpaid, approved leave (Sunday through Saturday) during the Summer period. Summer Assistants will be able to submit requests for their unpaid week off while completing Summer Assistant hiring paperwork. Requests will be considered in combination with all staff requests and program needs. The following weeks may be requested for unpaid leave; weeks other than those listed are not often approved, but will be considered on a case-by-case basis:
  - For Foggy Bottom Summer Assistants: June 24-30, July 1-7, July 15-21, and August 12-18.
  - For Mount Vernon Summer Assistants: June 24-30, July 1-7, July 29-August 4, and August 12-18.
- Additionally, housing in an on-campus residence hall is provided at no cost during the Summer service season. The calculated value of this housing is $4,250.00. University Housing in a residence hall room on the Foggy Bottom or Mount Vernon campus is both a condition and benefit of the Summer Assistant position. Due to the nature of the SA position, the housing benefit is not taxed. Summer Assistants not assigned to campus housing for Fall 2018 must secure alternate housing past August 6, 2018.
- In the event that a Summer Assistant is removed from their service role, housing compensation for the Summer and/or during the transition period between Summer and Fall 2018 will also be canceled within 24 hours of removal. It will be determined at time of removal whether the option to remain in on-campus housing will be available at the individual’s own expense.

GW is an AA/EEO Employer

Note: This Position Description may be subject to revision prior to formal onboarding of selected staff.