

Lead Summer Assistant (LSA) Position Description - Summer 2020

As a member of the GW Summer & Conference Housing staff, the Lead Summer Assistant (LSA) is responsible for assisting Campus Living & Residential Education (CLRE) and Mount Vernon Campus Staff teams with all aspects of GW's summer conference, housing, and events program. The LSA is the primary resource for Summer Assistants (SAs), aiding in Summer guest check-in/outs, financial administration, and customer service delivery. While LSAs, under the direction of Campus Living & Residential Education and MVC Events professional staff, will be trained to assume tasks in each of these functions, they will be assigned to specialize in one of two areas: Financial Management/Administration or Guest Relations/Customer Service.

The LSA will refer summer guests with customer service and accommodation concerns to Campus Living & Residential Education and MVC Events professional staff when necessary, but serve as the primary liaison between summer guests, conference group coordinators, and professional staff. The LSA should be familiar with and must adhere to all University rules, regulations, and policies, and participate collaboratively with others within the GW/MVC team. The LSA also participates collaboratively with a number of units across the University in providing services to summer guests.

ROLE RESPONSIBILITIES

- Serves as a representative of Campus Living & Residential Education and the Mount Vernon Campus teams and the University by providing exemplary customer service and administrative support to all summer guests and groups.
- Serves under the direct supervision of a Campus Living & Residential Education/MVC Events professional staff person and shares functional supervision of the Summer Assistant (SA) students, specifically for a shift/campus team of 8-12 SAs.
- Serves as lead over the daily operation of the Summer & Conference Housing program. Facilitates check-in/outs, financial administration, and customer service for all summer guests and groups. Maintains awareness of all individual guest and group details pertaining to contracted housing accommodations; event, classroom, and meeting space reservations; meal and catering service needs; and utilizes appropriate office processes and technology to service guests and groups in a responsive and effective manner.
- Participates in two mandatory, weekend long LSA Orientation/Training Programs; the first taking place early in the spring semester January 31-February 2, 2020 and the second is March 28-29
- Maintains spring office hours as part of an ongoing Spring Training Program during the Spring 2020 Term, scheduled between 12-15 hours/week during regular business hours 9:00am-5:00pm, Monday-Friday with the possible option of some hours past regular business hours.
- Participates in the Summer Assistant Group Process (March 28, 2020) and Summer Assistant Training on May 14-15, 2020 and May 18-20, 2020. Mount Vernon LSAs must also participate in specific MVC Summer Assistant Training tentatively set for June 8-12, 2020.
- Maintains Summer Office Hours as scheduled by Campus Living & Residential Education/MVC Events professional staff during the summer program (May to August). Summer weekly office hours approximate 35 hours/week, based on a seven day service week. LSAs will be scheduled for additional hours for weeks at the start and at the end of the summer season. The point in which LSAs commit over 40 hours within a pay week (defined as Sunday to Saturday), an LSA would be eligible for overtime compensation at 1.5x the hourly rate.
- LSAs are scheduled for Summer On-Call Coverage for 2-3 separate weeks from Sunday to Saturday, during which time they must remain within a 10-minute response distance from their assigned campus and be available 24/7 for response. Obligations as a result of the On-Call responsibility are not compensated by the LSA hourly wage. The benefit of free on-campus housing is provided because of the On-Call obligations, including after-hours response.

- The Lead Summer Assistant position is a summer intensive role. LSAs should anticipate being scheduled (one or both days) over the following Summer 2020 weekends: May 23-24, May 30-31, June 6-7, June 13-14, Aug. 1-2, Aug. 8-9, Aug. 22-23, and Aug. 29-30, 2020. Additional dates for spring to summer and summer to fall transitions will also be required.
- Assists with the selection, training, and on-going professional development of the Summer Assistant students. Shares in the direct supervision of the Summer Assistant students. Provides on-going feedback and completes performance assessments for the Summer Assistant students.
- Communicates on a regular basis with Campus Living & Residential Education/MVC Events professional staff by participating in weekly staff and one-on-one meetings, contributes to daily shift and on-call reports, and provides timely updates regarding any staff, guest, and service-related issues.
- Serves as a resource and a referral for the various units across the University involved in providing services to Summer guests and groups (e.g. Facilities Services, Housekeeping, GWorld, the GW Police Department, Colonial Catering).
- Understands, supports, interprets, implements, abides by and enforces rules, regulations, and policies of Campus Living & Residential Education, Mount Vernon Campus Events and Special Services and the University.
- Responds to and assists with emergency response as directed by Campus Living & Residential Education/MVC Events or designee professional staff. Response may be over scheduled office hours or part of the LSA On-Call obligations.
- Performs other duties as assigned by Campus Living & Residential Education/MVC Events professional staff.
- **Dates for required training activities, scheduled office hours, and assigned On-Call weeks are subject to change with appropriate notice given to LSAs.**

TERMS AND CONDITIONS OF SERVICE

- Lead Summer Assistants must be in good academic, disciplinary, and financial standing with the University throughout the application process and throughout the term of their training and service.
- The LSA position is a live-on position during the summer season; LSAs must live in the on-campus residence hall to which they have been assigned by Campus Living & Residential Education professional staff. LSAs for the Mount Vernon Campus will be housed on the Mount Vernon Campus. The use of on-campus housing must fully comply with all University policies.
- LSAs must report, as a part of their application, the intent to hold a second on-campus position. LSAs selected and serving in another on-campus role may not exceed 39 combined hours between all positions in any pay week (Sunday to Saturday). LSAs are responsible to adjust their schedule with the other GW office to meet this expectation. LSAs may not hold a second on-campus position during the summer service season.
- LSAs must report and seek approval for any outside employment and other external commitments in excess of fifteen (15) hours/week prior to the start of the summer service season. LSAs must maintain flexibility in their schedule throughout the entire spring training and summer service period.
- LSAs will be provided up to five (5) personal days of paid time away that can be used individually or as a continuous week to be used between June 14, 2020 and August 1, 2020. Personal days will be prorated based on total number of weeks scheduled in the Summer Season.
- Requests for time away for more than 72 consecutive hours must be submitted to and approved by the supervising Campus Living & Residential Education/MVC Events professional staff member. LSAs are responsible for finding coverage for requested schedule adjustments and shifts missed during approved leave and for making arrangements to make up shifts equitably amongst the LSAs.

CRITERIA FOR SELECTION

- Candidate must be currently registered as a full-time undergraduate student or participating in a GW abroad program in a George Washington University degree-granting Undergraduate program at the time of application and throughout the Spring Training Program.
- Candidate must have second-year class status or higher at time of application.
- Candidate must demonstrate strong administrative, fiscal management, customer service, and team building skills.
- Candidate should have experience as a former Summer Assistant, Office Assistant/Events Staff, Resident Advisor, have significant campus leadership experience, or related outside employment experience.
- Candidate must demonstrate collaboration and a capability for working with diverse populations with special needs.
- Overall spring and summer availability will be considered for applicants. Candidates must have a flexible availability throughout the Spring Training Period and must be able to be scheduled for a minimum 35 hours a week over a seven-day week (defined as Sunday to Saturday) that will include scheduled weekend days. Selected LSAs are knowingly accepting a summer intensive service role.
- Desired candidates are those able to serve through the conclusion of the summer program that ends on August 31, 2020. All known or anticipated commitments, including future service as a Resident Adviser, early departure for an approved GW Study Abroad Program, and the like will be considered at point of selection; such commitments do not outright disqualify a candidate from consideration.
- Full disclosure of all known, anticipated, or possible outside commitments is required at time of application and is reconfirmed prior to the start of the summer service season.
- Grade point averages will be considered for applicants. Candidate must be in good academic standing at time of application and throughout the Spring Training Program and summer service season. Those candidates who would be planning to take summer classes should consider the LSA commitment and how it could affect time spent on academics. LSAs cannot register for classes that overlap with their scheduled office hours. Academic status will be verified prior to position offers being sent, at the start and end of Spring Training Program, prior to the start of the summer service season, and discussed with candidates if needed.
- Disciplinary records of candidates will be considered during the application process and when necessary, will be discussed with candidates. In addition, candidates who violate University policy at any point after the time of application and throughout the service period may be withdrawn from consideration or removed from the position.
- Overall presentation of submitted application materials: current resume, essay statements, and adherence to application guidelines will be considered.
- 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

- Lead Summer Assistants will earn an hourly wage of \$15.00/hour during the Spring Training Program and \$17.00/hour summer service season (May 3-August 31, 2020), paid on a bi-weekly basis for scheduled office hours. Obligations as a result of the LSA On-Call responsibilities are not compensated by the LSA hourly wage. The benefit of free on-campus housing is provided because of the On-Call obligations, including after-hours response.
- Housing in an on-campus residence hall is provided at no cost during the summer (May 13 – August 15, 2020). University Housing in a residence hall room on the Foggy Bottom or Mount Vernon campus is both a condition and benefit of the LSA position. Due to the nature of the Lead Summer Assistant position, the housing benefit is not taxed. LSAs not assigned to campus housing for Fall 2020 Term must secure alternate housing past August 5, 2020. Temporary on-campus housing arrangements may be available for LSAs on a case-by-case basis.

- In the event a Lead Summer Assistant is removed from their position, housing compensation for the summer or during the transition period will also be canceled within 24 hours of removal. It will be determined at time of removal, whether the option to remain in campus housing will be available at the individual's own expense.

ABOUT US

Campus Living & Residential Education (CLRE) provides student staff with meaningful experiences in a diverse and inclusive environment, with the intention to provide personal, professional, and academic growth. The CLRE offers student staff opportunities to develop leadership and marketable skills that will contribute to their ongoing and future success. We foster an environment where student staff members are able to explore, learn, and feel valued in their contributions to the team.

Every CLRE team member has the ability to make a lasting impact by supporting the GW community as a whole.

GW is an AA/EEO Employer

Important Dates for Lead Summer Assistant Applicants - Summer 2020

Beginning **Thursday, November 21, 2019**– Lead Summer Assistant online application becomes available; Link to the online application can be found at: <https://living.gwu.edu/staffing-opportunities>

Monday, December 2nd– Completed Lead Summer Assistant applications are due electronically by **12:00pm Noon** to GW Housing. *Incomplete or late applications will not be considered.*

Monday, December 2nd – Lead Summer Assistant In-Person Interview notifications sent by this evening.

Beginning **Wednesday, December 4th** – In-Person Interviews for invited Lead Summer Assistants candidates begin; interviews will conclude on **Wednesday, December 11th**

Starting **Monday, December 16th** – Lead Summer Assistant hire offers will be sent out on a rolling basis. Lead Summer Assistant hire offers must be accepted via email; specific acceptance date will be determined based on date offer was sent.

Monday, December 16th through Friday, December 20th – Lead Summer Assistants accepting positions must complete onboarding paperwork with GW Housing. – ***To accept, a student must have valid I-9 paperwork and complete all hiring paperwork no later than Wednesday January 15, 2020.***

Weekend of January 31 – February 2, 2020 – All Lead Summer Assistants are required to attend an **LSA Orientation (aka "Boot Camp" Weekend)**, scheduled for a half-day on Friday, January 31st, a full day on Saturday, February 1st, and a half-day on Sunday, February 2nd.

Week of March 16th–21st – GW Spring Break (optional work hours may available for Lead Summer Assistants)

Weekend of March 28th – March 29th – Lead Summer Assistants are required to attend and facilitate the **Summer Assistant Group Process** (Staff selection and evaluation event) and the second **LSA Orientation (aka "Boot Camp Weekend, Part II")** immediately following the Summer Assistant Group Process event, scheduled for a full-day on Saturday, March 28^d and Sunday, March 29th.

Beginning **Sunday, May 3rd** – Lead Summer Assistants can begin the Summer season service schedule (a mutually agreed upon work schedule of increased hours up to the regular full-time LSA schedule of 35 hours/week, based on a seven-day service week). Scheduled work hours are determined and agreed around a student's finals schedule and study needs. *Note: additional hours above the typical 35 hour/week should be anticipated during the initial three weeks at the start and also at the end the Summer season.*

May 14-15, 2020 and May 18-20, 2020- All Lead Summer Assistants are required to participate in Summer Assistant training. Mount Vernon LSAs must also participate in specific MVC Summer Assistant Training tentatively set for **June 8-12, 2020**.

Lead Summer Assistant Staff Scheduled Service Weekends – Lead Summer Assistants should anticipate being scheduled to work on the following weekends (one or both days) due to the high volume of guest service needs:

May 23-24, 2020
May 30-31, 2020
June 6-7, 2020
June 13-14, 2020
August 1-2, 2020
August 8-9, 2020
August 22-23, 2020
August 29-30, 2020

*Additional Spring to Summer and Summer to Fall transition dates will also be required

Saturday, August 15th – Last day of provided on-campus housing for Lead Summer Assistants who are not Fall 2020 on-campus residents. Temporary housing arrangements may be available for Lead Summer Assistants through August 22nd on a case-by-case basis.

Saturday, September 5th – Last week of scheduled the Lead Summer Assistant service period. Scheduled hours between Monday, August 31st and Friday, September 4th will be mutually agreed upon and determined in advance.

Note: Any of the above dates are subject to change based on program needs.