

Summer Assistant (SA) for Campus Living and Residential Education Position Description-Summer 2020

As a member of the GW Summer & Conference Housing staff, Summer Assistants (SA) are 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. Daily Operational tasks of a Summer Assistant (SA) for CLRE 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. CLRE selects Summer Assistants (SAs) to serve on both the Foggy Bottom and Mount Vernon Campuses.

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

ROLE RESPONSIBILITIES

- Serves as a representative of CLRE, 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 CLRE/MVC Events Professional Staff and the Lead Summer Assistant Staff team.
- Maintains scheduled office hours within a specific shift (AM, Mid-Day, or PM) each week; scheduled days will vary from week to week. Summer Assistants (SAs) for CLRE will be assigned four, 5-hour shifts per week, which will include weekends and/or holidays. Additional hours outside of a defined shift may also be available and required based on program needs, scheduled during busy times (e.g., New Student Orientation, large Summer openings and closings, transition periods).
- Staff should anticipate being available for the following 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.
- Maintains scheduled "After Hours" on-call coverage and response in support of the Summer & Conference Housing program. Obligations as a result of the On-Call responsibility are not compensated by the SA hourly wage. The benefit of free on-campus housing is provided because of the On-Call obligations, including after-hours response.
- Communicates on a regular basis with CLRE/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 CLRE/MVC Events and the University.
- Responds to and assists with emergency response as directed by CLRE/MVC Events Professional staff and/or the Lead Summer Assistant Staff.
- Performs other duties as assigned by CLRE/MVC Events Professional Staff and/or the Lead Summer Assistant Staff.

TERMS AND CONDITIONS

- Summer Assistants (SAs) for CLRE must be in good standing (academic, disciplinary, and financial) with the University throughout the application and selection process as well as throughout the term of their training and service.
- The Summer Assistant (SA) for CLRE position is a live-on position; staff must live in the resident hall to which he or she has been assigned by CLRE 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 CLRE approval is obtained. SAs must inform CLRE 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.

ROLE SPECIFIC DETAILS – Foggy Bottom SA and Mount Vernon SA

- Summer Assistants (SAs) for CLRE will attend and fully participate in all scheduled sessions of Summer Assistant Training.
- Summer Assistant Training will occur on May 14-15, 2020 and May 18-20, 2020.
- Mount Vernon SAs must also participate in specific MVC Summer Assistant Training tentatively set for June 8-12, 2020.
- 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:
 - 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.
 - Mount Vernon SA Shifts are each five (5) hours: AM shift: 7:30am-12:30pm, Mid-Day shift: 12:15-5:15pm, and PM shift: 5:00pm-10:00pm.
- Summer Assistants will be scheduled for “After Hours” on-call coverage and response in addition to their base schedule of office hours.
- 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.
- 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 (SAs) for CLRE 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.
- Summer Assistants (SAs) for CLRE will serve in a concierge function, providing information and referrals to other University offices and to the community.
- All Summer Assistants (SAs) for CLRE 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.
- 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 22-June 6, 2020 (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 2020, meaning that Spring 2020 graduates who do not intend to attend GW for Fall 2020 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 (SA) application, submitted resume, essay statements, and adherence to guidelines will be strongly considered.

- Overall Summer availability will be considered for applicants. Selected Summer Assistants (SAs) are knowingly accepting a Summer intensive service role. SAs must serve office hours within a predetermined shift, which includes weekends and/or holidays.
- Candidate is expected to serve through the conclusion of the Summer program which ends August 30, 2020. Commitments, such as being selected as a Resident Advisor or an Orientation Leader 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 and prior to the start of the Summer season.
- Grade point averages will be considered for applicants. Candidate must be in good academic standing throughout the application and selection process as well as 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 a candidate 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

- Summer Assistants (SAs) for CLRE will earn an hourly wage of \$15.00 during the training and Summer period (May 14–August 30), paid on a bi-weekly basis for scheduled office hours. Obligations as a result of the SA on-call responsibilities are not compensated by the SA 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 service season. The calculated value of this housing is up to \$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 2020 must secure alternate housing past August 5, 2020.
- 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 22-28, June 29-July 5, July 13-19, and August 10-16.
 - For Mount Vernon Summer Assistants: June 22-28, June 29-July 5, July 27-August 2, and August 10-16.
- Any requests for time away for more than 72 consecutive hours must be submitted to and approved by the supervising CLRE/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.
- 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 2020 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

Important Dates for Summer Assistant Applicants - Summer 2020

Application and Selection Dates

Now – Students considering applying for a 2020 Summer Assistant (SA) position are strongly encouraged to visit GW's Career Services Center, seeking guidance and resources of effective resume writing. Consider making an appointment to meet with a Career Coach to review your current resume.

<https://careerservices.gwu.edu/write-resume-cover-letter>

Thursday, February 20- The 2020 Summer Assistant (SA) Online Application becomes available. Applicants will be required to:

- Submit a current resume.
- Respond to a series of questions regarding positions preferences and overall availability.
- Respond to four-short response questions.
- Provide the name and contact information for two references (letters of reference are not expected).

Sunday, March 1 at 11:59 PM- Completed Summer Assistant Online Applications are due electronically by 11:59pm. Incomplete or late applications will not be considered.

Week of March 16 – 21 – GW Spring Break

By Tuesday, March 24- A narrowed pool of Summer Assistant candidates will be invited via e-mail to participate in the Summer Assistant Group Process.

Note: All applicants are encouraged to block all of the morning of Saturday, March 28th (8:30am-12:30pm) should your candidacy advance to the second phase of the selection, the Summer Assistant (SA) Group Process. Participation in-person for the entire time period is a requirement for employment consideration, with the only exception being students who are currently studying Abroad this term.

Saturday, March 28- Invited Summer Assistant candidates will participate in the Summer Assistant Group Process from 8:30 am- 12:30 pm

Monday, March 30 and Tuesday, March 31 – Summer Assistant candidates who are currently Abroad and would otherwise have been invited to the SA Group Process will participate in a scheduled, timed alternate activity during these dates. Details will be shared direct with candidates in this situation.

Friday, April 3- CLRE and FPCM shall begin to extend offers for Summer Assistant positions. All candidates who proceeded to the SA Group Process will be informed whether they are identified as an Alternate or whether their participation in this selection process has concluded.

Monday, April 13- Begin completing hiring paperwork for hired SAs

- Summer Assistants for CLRE at Amsterdam Hall, 2350 H Street NW, Suite 106.
- Summer Assistant for FPCM at Support Services Building, 2025 F Street NW, Suite 101.

Employment and Training Dates

May 14-15 and May 18-20- All Summer Assistants are required to participate in Summer Assistant training.

Beginning Thursday, May 21 – Summer Assistants (SAs) for CLRE- Foggy Bottom Campus will begin their service and will report on a schedule based on their assigned Staff Shift (AM, Mid-Day or PM).

May 22-June 6- To assist with the start of the Summer season, Summer Assistants (SAs) for CLRE – Mount Vernon will be scheduled hours beyond their assigned shift to conduct Room Inspections for both campuses between May 22- June 6, 2020 (tentatively 10:00am-6:00pm daily).

June 8-12- Summer Assistants (SAs) for CLRE – Mount Vernon are required to participate in specific MVC Summer Assistant Training.

Beginning Sunday, June 13 – Summer Assistants (SAs) for CLRE – Mount Vernon will begin their role and will report on a schedule based on their assigned Staff Shift (AM, Mid-Day or PM).

Summer Weekends- Staff should anticipate being available for the following 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.

Wednesday, August 5– Last day of provided on-campus housing for Summer Assistants who are not Fall 2020 on-campus residents. Temporary housing arrangements may be available for Summer Assistants through August 22nd on a case-by-case basis.

Sunday, August 30- Last day of the Summer service period for Summer Assistants (SAs), all positions, all shifts, and both campuses.

Leave Time- 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:

- Summer Assistants (SAs) for CLRE- Foggy Bottom Campus: June 22-28, June 29-July 5, July 13-19, and August 10-16.
- Summer Assistants (SAs) for CLRE – Mount Vernon: June 22-28, June 29-July 5, July 27-August 2, and August 10-16.
- Summer Assistants (SA) for FPCM: June 7th - August 16th

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