



## Summer Assistant (SA) Position Description – Summer 2017

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. 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, concierge functions, 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 set ups for events. SAs 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, CSE 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 27-28, June 3-4, July 29-30, August 5-6, August 12-13, and August 26-27.**
- 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 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 (academically, judicially, and financially) with the University throughout the application process and throughout the term of their training and service.
- The SA position is a live-on position; staff must live in the 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 should inform GW Housing of all outside employment or other external commitments prior to the start of the Summer program. SAs must maintain flexibility in their schedule throughout the Summer period.

- Summer Assistants 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 by another GW office may not exceed 39 service hours between all positions in any pay week (Sunday to Saturday) and are responsible to adjust their schedule 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 Programs professional staff member. SAs are responsible for finding coverage for shifts missed during 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**.
  - **Foggy Bottom SA Training will occur on May 18-19 and May 22-24, 2017** (tentatively 9:00am-5:00pm daily).
  - **Mount Vernon SA Training will occur on May 18-19, and June 5-9, 2017** (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 hired 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 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.
  - **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.** SAs will remain in their assigned residence hall room during their on-call hours unless it is otherwise necessary to go to the Amsterdam 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. In the event a staff person needs to respond in person, the Mount Vernon SA will receive additional hourly compensation.
- 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.
  - **To assist with the start of the Summer season, Mount Vernon SAs will be scheduled hours beyond their hired shift to conduct Room Inspections for both campuses between May 20 – June 4, 2017 (tentatively 9:00am-5:00pm daily).**

## **CRITERIA FOR SELECTION**

- Candidate must be registered as a full-time undergraduate student or participating in a GW approved abroad program at time of application in a George Washington University degree-granting Undergraduate program at the time of application.
- Candidate must be enrolled as a full-time student or participating in a GW approved abroad program for Fall 2017, **meaning that Spring 2017 graduates who do not intend to attend GW for Fall 2017 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 working with diverse populations with special needs.
- Overall presentation of the SA application, submitted resume, essay statements, and adherence to guidelines will be strongly considered.
- **Overall Summer availability will be considered for applicants.** Hired SAs are accepting a Summer intensive work position. Summer Assistants 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 27, 2017. 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 at time of application and throughout GW's Summer & Conference Housing Program. Those candidates who would be planning to take Summer classes should consider the SA commitment and how it could affect time spent on academics. SAs 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, and prior to the start of the Summer season and discussed with candidates if needed.
- **Judicial record of candidates will be considered** during the application process and when necessary, will be discussed with candidates. In addition, applicants who violate University policy after the time of application may be withdrawn from consideration or removed from a position.
- **This position is subject to a background** check that includes Credit, 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 \$7.25/hour during the training and summer period (May 18-August 27) paid on a bi-weekly basis.
- Summer Assistants will also be permitted to elect an optional one week of unpaid 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. Only the following weeks may be requested for unpaid leave:
  - For Foggy Bottom Summer Assistants: June 25-July 1, July 2-8, July 9-15, July 16-22, and August 13-19.
  - For Mount Vernon Summer Assistants: June 25-July 1, July 2-8, July 30-August 5, August 6-12 and August 13-19.
- **Additionally, housing in an on-campus residence hall is provided at no cost during the Summer.** 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 SA position. Due to the nature of the Summer Assistant position, the housing benefit is not taxed. Summer Assistants not assigned to campus housing for Fall 2017 must secure alternate housing past August 7, 2017.
- In the event that a 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 one's own expense.

**GW is an AA/EEO Employer**