



Summer & Conference Housing

Lead Summer Assistant (LSA) Position Description - Summer 2017

As a member of the GW Summer & Conference Housing staff, the Lead Summer Assistant (LSA) is responsible for assisting GW Housing and CSE Mount Vernon Campus Staff with all aspects of the 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 supervision of GW Housing 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 GW Housing 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 adhere to University rules, regulations, and policies, and work collaboratively with others within the GWH/MVC team. The LSA also works collaboratively with a number of units across the University in providing services to Summer guests.

RESPONSIBILITIES

- Serves as a representative of GW Housing, Mount Vernon Campus Events and Special Services, and the University by providing exemplary customer service to all Summer guests.
- Works under the direct supervision of a GW Housing/MVC Events professional staff person and provides functional supervision to the Summer Assistant (SA) staff.
- Serves as a resource in the daily operation of the Summer & Conference Housing program. Facilitates check-in/outs, financial administration, and customer service for all Summer guests. Maintains current knowledge of available housing accommodations and room assignments, event and meeting space reservations (MVC), and utilizes appropriate processes and technology to serve customers in an effective manner.
- Participates in two weekend long **LSA Orientation/Training Programs (January 27-29, 2017 and March 25-26, 2017)** as well as an on-going **Spring Training Program** from **January 30 – May 6, 2017** by working a 10-12 hours/week during regular business hours 9:00am-5:00pm, Monday-Friday.
- **Maintains Summer office hours (based on an assigned shift) and evening on-call hours as scheduled by GW Housing/MVC Events professional staff during the Summer program, May 7 – September 2, 2017. Summer weekly office hours average 35 hours per week. Some weeks LSAs will be scheduled for additional hours within the regular work week; at the point of working over 40 hours within a pay week (Sunday to Saturday), an LSA would be eligible to overtime compensation at 1.5x the hourly rate.**
- LSAs will be scheduled for Summer on-call coverage for two or three 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 on an on-call basis 24/7.
- **LSAs should anticipate working the following weekends: May 27-28, June 3-4, August 5-6, August 12-13, and August 26-27.**
- Assists with the selection, training, and on-going professional development of the Summer Assistant staff. Share in the direct supervision of the Summer Assistant staff. Completes mid- and end-of season performance reviews of the Summer Assistant staff.
- Communicates on a regular basis with GW Housing/MVC Events professional staff by participating in weekly staff and one-on-one meetings, and providing regular e-mail updates regarding staff and office issues.
- Serves as a resource and a referral for the various units across the University involved in providing services to Summer guests (e.g. Facilities Services, Housekeeping, GWorld, University Police Department).
- Understands, supports, interprets, implements, abides by and enforces rules, regulations, and policies of GW Housing, Mount Vernon Campus Events and Special Services and the University.
- Responds to and assists with emergency response as directed by GW Housing/MVC Events or designee professional staff.
- Performs other duties as assigned by GW Housing/MVC Events professional staff.
- Dates for required work and training activities are subject to change with appropriate notice given to LSAs.

CRITERIA FOR SELECTION

- Candidate must demonstrate strong administrative, management, and customer service skills.
- Candidate must have experience as a former Summer Assistant, Office Assistant/Events Staff, Resident Advisor, or have significant campus leadership or related employment experience.
- Candidate must be currently registered as a full-time undergraduate student in a George Washington University degree-granting program.
- Candidate must have second-year class status or higher at time of application.
- Candidate must demonstrate the ability to work with diverse populations with special needs.
- **Grade point averages will be considered for applicants.** Candidate must be in good academic standing at time of application and throughout the employment period. 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 hire offers sent, at the start and end of Spring training, and prior to the start of the Summer season and discussed with candidates if needed.
- **Summer availability will be considered for applicants.** Candidates must have a flexible availability throughout the Spring training period and must be able to work 35 hours a week over a five-day workweek that will include weekend days. **Preferred candidates must also be able to work through the conclusion of the Summer program that ends on September 2, 2017.** Commitments, including future employment as a Center for Student Engagement Resident Adviser, 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.**
- Each candidate's disciplinary record at the University will be considered during the application process. In addition, applicants who violate University policy during and/or after the time of application or employment period may be withdrawn from consideration or have employment revoked.
- Overall presentation of application, resume, essay statements, and adherence to application guidelines will be considered.
- 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.

TERMS AND CONDITIONS OF EMPLOYMENT

- LSAs must be in good standing (academically, judicially, and financially) during the term of their employment.
- **LSA employment will begin with an Orientation Program, occurring January 27-29, 2017. A mid-semester Training Weekend will occur March 25-26, 2017.**
- **Throughout the Spring semester, a on-going Training Program will be conducted from January 30 – May 6, 2017, during which time LSAs will work approximately 10-12 hours/week. Summer employment will begin on May 7, 2017 and will end September 2, 2017 during which time LSAs will work a five-day workweek that will include weekend days and will total approximately 35 hours/week.**
- **LSAs must attend the Summer Assistant Group Carousel Process scheduled for March 25, 2017 and Summer Assistant Training on May 18-19 and 22-24, 2017. Mount Vernon LSAs must attend additional SA Training Days on June 5-9, 2017.**
- **LSAs will be scheduled for on-call coverage for two or three separate weeks from Sunday-Saturday, during which time they must remain within a 10-minute pager response distance from their campus location (Foggy Bottom or Mount Vernon) and be available on an on-call basis 24/7.**
- **LSAs should anticipate working the following weekends: May 27-28, June 3-4, August 5-6, August 12-13, and August 26-27.**
- The LSA must live in the hall to which he or she has been assigned by GW Housing professional staff during the Summer season. LSAs hired for the Mount Vernon Campus are provided Summer housing on the Mount Vernon Campus.
- LSAs must inform their supervisors of any outside employment and other external commitments prior to the start of their training and/or employment season. LSAs must maintain flexibility in their schedule throughout the entire training and employment period. LSAs may hold a part-time job, internship, or attend classes during the Summer program only if it does not interfere with the LSA position duties. All other employment and/or external commitments must be limited to 15 hours/week.
- LSAs will be scheduled for one continuous week of unpaid vacation (Sunday-Saturday). LSAs will be provided three (3) personal days off, to be used individually and independently from one another, and to be used between June 18 and August 12, 2017.
- 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. 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 LSA staff.

COMPENSATION

Lead Summer Assistants will earn an hourly wage of \$11.50/hour during their Orientation and Training period (January 30 – May 6) and increases to an hourly wage of \$13.50/hour for Summer employment period, paid on a bi-weekly basis. Additionally, housing in an on-campus residence hall is provided at no cost during the period of Summer employment (May 7 – August 7). University Housing in a residence hall room on the Foggy Bottom or Mount Vernon campus is a condition of employment and therefore is not taxed. LSAs not assigned to campus housing for Fall 2017 must secure alternate housing past August 7, 2017.

In the event a LSA is terminated from his or her position, housing for the Summer will also be canceled within 24 hours of termination. It will be determined at time of termination, whether the option to remain in campus housing will be available at the individual's own expense.

GW is an AA/EEO Employer