Lead Summer Assistant (LSA) Position Description - Summer 2018

As a member of the GW Summer & Conference Housing staff, the Lead Summer Assistant (LSA) is responsible for assisting GW Housing and Mount Vernon Campus Events and Special Services Staff 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 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 must adhere to all University rules, regulations, and policies, and participate collaboratively with others within the GWH/MVC team. The LSA also participates 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 and administrative support to all Summer guests and groups.
- Serves under the direct supervision of a GW Housing/MVC Events professional staff person and shares functional supervision of the Summer Assistant (SA) students and 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 (January 19-21, 2018 and March 24-25, 2018).
- Maintains Spring office hours as part of an on-going Spring Training Program from January 22 – May 5, 2018, scheduled between 10-15 hours/week during regular business hours 9:00am-5:00pm, Monday-Friday with the option of some hours past regular business hours.
- Participates in the Summer Assistant Group Process (March 24, 2018) and Summer Assistant Training on May 17-18 and May 21-23, 2018. Mount Vernon LSAs must attend additional MVC Summer Assistant Training on June 4-8, 2018.
- Maintains Summer Office Hours and On-Call Coverage (May 6 – September 1, 2018) as scheduled by GW Housing/MVC Events professional staff during the Summer program. Summer weekly office hours average 35 hours per week. Some weeks LSAs will be scheduled for additional hours; at the point in which LSAs commit over 40 hours within a week (defined as 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 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 on an on-call basis 24/7.
- LSAs should anticipate being available the following weekends: May 26-27, June 2-3, June 9-10, July 28-29, August 4-5, August 11-12, and August 25-26, 2018.
- Assists with the selection, training, and ongoing professional development of the Summer Assistant students. Share in the direct supervision of the Summer Assistant students. Provides on-going feedback and completes a performance review for each of the Summer Assistant students.
- Communicates on a regular basis with GW Housing/MVC Events professional staff by participating in weekly staff and one-on-one meetings, contributing to daily shift and on-call reports, and providing timely updates regarding any staff, guest, and office 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, University Police Department, Colonial Catering).
- 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 training activities, assigned office hours, and on-call weeks are subject to change with appropriate notice given to LSAs.

**TERMS AND CONDITIONS**

• Lead 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 LSA position is a live-on position; LSAs must live in the hall to which he or she has been assigned by GW Housing professional staff during the Summer season. LSAs for the Mount Vernon Campus will be housed on the Mount Vernon Campus.
• LSAs may hold a separate part-time job, internship, other outside commitment, and/or attend classes during the Summer season only if it does not interfere with LSA responsibilities. Part-time employment or any other external commitments must be limited to 15 hours/week, unless prior GW Housing approval is obtained. LSAs must inform GW Housing of any outside employment and other external commitments prior to the start of their Spring Training Program and Summer service season. LSAs must maintain flexibility in their schedule throughout the entire Spring training and Summer service period.
• LSAs must disclose prior to the start of their Spring Training Program their intent to hold a second on-campus position with a different GW office; LSAs 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. LSAs may not hold a second on-campus position with a different GW office during the Summer service season.
• LSAs will be scheduled for one continuous week of unpaid time away (Sunday-Saturday). LSAs will be provided an additional three (3) personal days of unpaid time away, to be used individually and independently from one another, and to be used between June 17 and August 18, 2018.
• 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 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 five-day week (defined as Sunday to Saturday) that will include scheduled weekend days. Selected LSAs are knowingly accepting a Summer intensive service role.
• **Preferred candidates are expected able to serve through the conclusion of the Summer program that ends on September 1, 2018.** All known or anticipated commitments, including future service as a Center for Student Engagement Resident Adviser, early departure for an approved GW Study Abroad Program, and the like will be considered.
• **Full disclosure of all known, anticipated, or possible outside commitments is required** at time of application and 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.
• **Judicial record 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 may be withdrawn from consideration or removed from a position.
• 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 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 $12.50/hour during the LSA Orientation, Spring Training Program, and Summer service season (January 19 – September 1, 2018), paid on a bi-weekly basis.
• Additionally, housing in an on-campus residence hall is provided at no cost during the Summer (May 16 – August 6, 2018). 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 2018 must secure alternate housing past August 6, 2018.
• 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.

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