

**THE UNIVERSITY OF MONTANA
SUMMER CONFERENCE PROGRAM
POSITION DESCRIPTION**

WORKING TITLE: Conference Assistant

REPORTS TO: Conference Supervisor

POSITION FUNCTION:

To serve as a liaison between the University administration and the Summer Conference Program participants; to assist the participants in the enforcement of the University and Residence Life policies; to be responsible for assisting the Conference Coordinator in promoting the general well-being of the residence halls and its summer program participants.

RESPONSIBILITIES:

Administrative

- Live in and sleep in a building as assigned.
- Participate in staff meetings and attend all training and in-service meetings. Conference Assistants are also encouraged to attend departmental social events planned throughout the summer by the Conference Supervisor(s).
- Provide safety and security to the facility and summer participants by being present in that building during the day, evening and night time hours.
- Perform the "On Call" functions as outlined by the administration.
- Report all violations of the University's student conduct codes and file appropriate Incident Reports and Conduct Reports for all situations.
- Manage front desk supplies appropriately.
- Handle lost and found items according to policy and procedure.
- Complete program requirements as outlined by your Conference Supervisor and Residence Life. Programming requirements will vary based on building assignment and summer conference guests.

Customer Service

- Maintain an outstanding personal appearance and positive attitude at all times.
- Greet guests and promptly attend to all needs.
- Provide information to all guests in a courteous and informative manner.
- Assist participants in knowing what is expected of them and the reasons for these expectations.
- Register guests and obtain all pertinent information and write this information legibly.
- Be aware of room availability and handle all room changes at the earliest convenient time and complete necessary paperwork.
- Create welcome banners, informational signs, bulletin boards, door decorations, program publicity and other signs for summer participants as outlined by Conference Supervisor and Residence Life.
- Handle the basic responsibility of maintaining a neat front desk.
- Inform the Central Office of any guest complaints, unusual occurrences, or disturbances.
- Be able to effectively refer participants for assistance. Have reference materials available.
- Be thoroughly familiar with:
 - all room locations and room layouts.
 - telephone numbers and names of department personnel.
 - any and all special events or activities within the hall and their location.
 - local points of interest and other pertinent area information.

Custodial

- Custodial duties will be mandatory, not optional. Continuous physical labor, heavy lifting, bending, crawling, exposure to cleaning chemicals and outdoor work with exposure to the elements will all be required as part of the job description.
- When working custodial hours, these hours must be pre-arranged with the Custodial Supervisor. Shifts must either be scheduled in either 4 or 8 hr shifts.

Example(s): 7:30 a.m. – 11:30 a.m. = 4 hr shift
 12:00 p.m. – 4:00 p.m. = 4 hr shift
 7:30 a.m. – 4:00 p.m. = 8 hr shift

Availability

- Schedule an average of 25-29 hour work week each week (Primary & On-Call hours).
- Be available to assist in covering desk hours on weekends or holidays in any of the Residence Life buildings when required.
- Not to be absent from campus for more than two weekends and to acquire special permission for any absence during the week or special occasions. Weekends out will be limited to no more than three consecutive nights in a row.

Miscellaneous

- Conduct yourself in an honest, conscientious, and courteous manner at all times, showing respect for persons of all backgrounds, races, genders, interests and abilities.
- Develop individual respect for one another, respect for personal and university property, and University policies.
- Perform other duties as assigned by the Residence Life Office.

SCHEDULE/WORK WEEK:

The Conference Assistant will have an average of 25-29 hour work week according to the Work Agreement which includes both primary and on-call hours. Conference Assistants may work additional hours (no more than 29 per week) if there is extra work available from Residence Life.

1. Primary duty hours includes: regularly scheduled responsibilities in the hall, desk hours, clerical responsibilities, custodial duties both inside and outside the buildings, and specific administrative functions as described in the job description.
2. On-call hours (every 4 hours worked = 1 paid hour): On-call hours include being available in the building for specific time periods in order to provide security and to assist participants with their various needs. These hours usually are evenings hours, however, additional On-call hours may be assigned during the day depending group’s needs.

Example of a scheduled work week:

On Duty 2 nights (16 hrs on-call divided by 4 = 4 paid hours)	4 hours
Assigned desk hours	16 hours
Assisted Central Office with sorting mail	2 hours
Made welcome banners for Orientation	1 hours
Worked Tuesday on Custodial Crew	<u>4 hours</u>
Total	27 hours