

SUMMER ASSISTANT

1) **SUPERVISOR(S)**: Edward Mulvihill, Christine Laedke, Cory Silver, Mark Gegeny, Tassio McFarlane, and Jillian Fernandez

2) **GENERAL DESCRIPTION**

- Summer Assistant employees are an integral part of the summer conference and events operation at WCSU. Sample responsibilities include providing operational support for the check in/out procedures associated with summer conferences, camps and events that utilize residence halls for overnight accommodations, providing desk coverage and overnight supervision in residence halls, assisting with resetting and cleaning residence hall facilities, and supporting events that are scheduled by the Event and Conference Management department by assisting with venue setups and/or serving as a ticket collector or usher, working desk shifts or operational support for events in the Campus and Student Centers.

3) **RESPONSIBILITIES**

- Provide all operational support for check-in and check-out services for all groups, students, and events.
- Provide continuous support for all groups, students, conferences, and events.
- Work within campus buildings and outdoors throughout the Westside and Midtown campuses (must provide own transportation between campuses).
- Work WCSU graduation, conferences, non-WCSU graduations and other events.
- Provide lock-out services for all guests.
- Provide desk coverage as assigned to any given area.
- Provide overnight duty coverage/supervision as assigned.
- Assist with setting up tables, chairs, staging, pipe and drape, and other portable equipment for the O'Neill Center, Westside Athletic Center, White Hall, Warner Hall, Alumni Hall, Campus/Student Centers, and other applicable venues associated with Event and Conference Management including, but not limited to of site WCSU sponsored events. Work closely and consult with ECM Professional Staff to ensure that all set-ups are completed accurately and on time.
- Be familiar and proficient with standard crowd management and emergency procedure practices to ensure the safety of patrons and artists when working or managing an event.
- Provide on-call emergency assistance as related to emergency procedures within and around the Residence Halls as needed.
- Enforce University, Housing, and ECM policies and procedures.
- Provide linen service for guests as needed.
- Act as a guest liaison for all matters concerning maintenance, information, and emergency issues that may arise.
- Keep clear and precise accounts of guest room assignments and changes.
- Keep clear and precise accounts of all guest issues and incidents.
- Monitor and enforce University policy and procedures.
- Work a rotating schedule of up to 40 hours a week that involves both day, night, and weekend hours (on average, will vary dependent on scheduled events).
- Set up and clean Residence Hall Rooms, classrooms and other areas on campus as needed.
- Provide cleaning of some areas of and around campus buildings.
- Escort university staff or contractors around buildings including client rooms as needed.
- Act as a resource for various staff and clients providing appropriate University resources as needed.
- Perform other duties as assigned by ECM and appropriate Staff.

4) **REQUIRED SKILLS & ABILITIES**

- Minimum GPA of 2.0
- Ability to work flexible hours during the day and evening on both weekdays and weekends.
- Must be able to communicate immediately and effectively with assigned University Staff.
- Ability to lift (35) pounds regularly throughout the day.