

# The University of Texas at Arlington Conference Staff Summer 2015

## **POSITION DESCRIPTION**

Conference Staff are students selected on the basis of leadership, experience, scholarship, ability to promote the University while helping to operate a fast-paced hotel-like operation, and desire to help resident students realize their potential for self-development through group living. They are representatives of the Apartment and Residence Life, Housing, and Guest Services offices. As staff members of the University, conference staff members are expected to act accordingly. They are responsible for acting as role models, as well as using their own best judgment, maturity, and concern for those individuals with whom they live and work.

As members of the conference services staff, Conference Office Assistants (OA) and Conference Assistants (CA) are directly supervised by a Residence Director (RD) or Graduate Assistant Residence Director (GARD). They work closely with the Assistant Director for Guest Services, members of the Residence Life and Guest Services staff, and other student staff members. Their responsibilities for the general welfare of summer conference guests as well as the residents and facilities extend to all areas of the campus. Conference staff members are responsible for continuing consultation with the appropriate staff members about the concerns and accomplishments of guests and residents in the residence halls.

Conference staff members are given the option to be enrolled in classes. The key to a conference staff member's success is finding the balance between his/her role in the classroom, within the residence halls, and the community at large. Conference staff members are expected to assign priority to their position over all other non-academic activities.

## **DUTIES AND RESPONSIBILITIES**

### **Conference Services & University Promotion**

- Assist Summer Conference guests at all times, however possible within the guidelines provided by your supervisors, to help provide a positive experience for them.
- Perform all conference related duties and responsibilities thoroughly and on time. Failure to do so results in a less enjoyable experience for guests, a poor reflection of the University, and an increased burden on fellow staff members.
- Be available and accommodating to conference guests indiscriminately whenever on duty, performing job responsibilities, in uniform, or identifiable as a UT Arlington staff member.
- Communicate completely, accurately, and in a timely manner with supervisors and co-workers to ensure smooth and efficient conference operations.
- Maintain a positive attitude and high personal standards in behavior, academic and related concerns/needs.
- Be a role model on campus, off campus, and anywhere a guest or resident could witness the Conference Staff member's behavior.
- Respect individuals regardless of their ability, gender, religion, race, creed, ethnicity, age, sexual orientation, national origin, or veteran status.

### **Student Contact and Leadership (Summer School Conference Assistants)**

- Learn the names and develop a rapport with each resident in your building, even if there are no summer school residents on your individual floor/ramp.
- Be available in the residence hall, especially during the evening hours and maintain frequent contact with all residents, and be a visible member of the community in general.
- Recognize and assist students with social, personal, academic and related concerns/needs.
- Assist in conflict resolution.
- Respond to and document any inappropriate behavior.
- Know campus and community resources, and refer when appropriate.
- Hold floor meetings to keep residents informed.
- Encourage and facilitate the planning of programs based on the needs and interests of the residents.
- Be involved in hall activities and encourage involvement of residents in floor and hall activities.
- Fulfill community building requirements as outlined by the RD or GARD.

- Follow all spending procedures outlined in the Student Staff Spending Guidelines. Return all receipts and change from your approved purchase back to the Apartment & Residence Life office within 24 hours after your purchase.

### **On Call (Conference Assistants)**

- Be on call on a regular, rotating basis. On call includes internal rounds of residential buildings and any written documentation of incidents.
- Incident reports should be turned into the RD or GARD immediately after the incident.
- When on call:
  - The CA must be in the hall by 8:00 pm.
  - CAs are required to work the front desk from 8:00pm-10:00pm.
  - Three rounds of the hall are required after the hall office is closed.
- Must be accessible by phone and be in his/her room for the duration of the on call period with the exception of rounds, calls or office coverage.
- CAs must remain in the building Sunday-Thursday nights when on call unless they need to evacuate due to an emergency until 10 am the following day (Monday-Friday), unless an OA is scheduled to work at an earlier time. Friday and Saturday nights, the CA on call must be in the building unless they need to evacuate due to an emergency until 11 am the following day (Saturday and Sunday) unless an OA is scheduled to work at an earlier time.
- Remove improperly posted or outdated materials and report any maintenance or housekeeping issues.
- Complete written report of rounds.
- All changes to the on call schedule must be in writing 24 hours in advance of the RD/GARD for approval.
- Notify the RD/GARD of any relevant issues or incidents by calling the RD/GARD or RD/GARD on-call and documenting it in an incident report.
- Notify the RD/GARD or RD/GARD on-call anytime personnel responding to an emergency are observed in the building.

### **Administrative**

- Distribute and collect reports, notices, and forms as requested by the RD/GARD, Residence Life Office, the Housing Office, and Guest Services Office.
- Know, communicate and enforce University policies and regulations.
- Assist in the opening and closing of the residence halls.
- Complete necessary reports and forms (i.e. on call logs, long inventory sheets, cleaning inspections, short inventory sheets, etc.) in an effective and efficient manner and by the appropriate deadlines.
- Notify your RD/GARD if there are any office coverage changes.
- Attend and participate in all weekly staff meetings.
- Report damages and facility repairs in a timely manner and if applicable, follow up with guests or residents on progress of repairs.
- Check your assigned mailbox and sign the flash on a daily basis.
- Uphold Conference Staff requirements outlined in Conference Staff discipline guidelines and Residence Hall Handbook (i.e. alcohol consumption, computer and cell phone usage).
- Uphold and enforce fire and life safety measures and respond appropriately to any emergency situation.
- Do not participate in the rumor mill.
- Promote a positive image of UT Arlington, the Department of Apartment and Residence Life, Guest Services, UT Dining Services and the Housing Office at all times.
- Only use the internet/campus network connection in the hall office for work purposes and academics. The office computer can be used for academic purposes including the internet, Web CT and email, when all of the Summer Conference Staff member's work duties and responsibilities are completed and should not be used for non-work purposes at all during check-ins/outs.
- Only use the printer for work related responsibilities and tasks.
- Use of personal laptop or other electronic devices (iPad, e-readers, gaming devices, etc) in the office for any use is allowed with permission from the RD/GARD ahead of time and only after all work duties are completed.
- The installation of programs on the office computer, including chat programs is not allowed.
- Must refrain from using the office phone or personal cell phone for personal calls without the permission of the RD/GARD.

- CAs will be assigned to live in one hall but will work in all halls during the summer in order to have an equitable distribution of projects for staff within a particular hall and across the entire conference services staff.
- OAs may have one particular hall they work in the majority of the time but to meet the needs of the camp schedule may be assigned to a variety of halls to work during the summer.
- Provide quality customer service for all summer school residents and summer conferences.
- Work cooperatively with individual staff team, as well as the entire Residence Life and Guest Services team.
- Assist with the check-ins and check-outs of summer conference groups and the completion of short inventories.
- Prepare linens for summer conference groups.
- Follow all office procedures in regard to the check-out of keys, equipment, or other items.
- Keep the office clean and organized at all times.
- Contact RD/GARD if unable to work an office shift, check-in/out, complete an assigned project, etc.
- Any other duties, responsibilities, or expectations assigned by the RD/GARD , Residence Life or Guest Services staff.

### **Liability Issues**

As a staff member and employee of the State of Texas, it is imperative to protect yourself, your liability and that of the University by refraining from all of the following:

- Handing out medication, aspirin, band-aids, creams, pills, etc. to summer school residents or conferences guests.
- Giving residents or summer conferences guests rides in a staff member's personal automobile.
- Promising to keep a secret, conference services staff have an obligation to report to their supervisors especially in cases of abuse.
- Failure to maintain confidentiality of information provided by UT Arlington.
- Giving or purchasing alcohol to minors or provided illegal substances or prohibited materials to residents or conference guests.
- If the presumption is the CA/OA involved would face employment consequences, do not participate in the activity.

### **Training Session**

- Attend all training sessions in their entirety including the initial Conference Staff training, date for 2015 TBD. Sessions will be every day, all day, unless otherwise noted. No outside activities should be planned during this time. We will do our best to work with UT Arlington courses only; staff is not excused to miss training for courses taken at other universities.
- Attend Mid-Summer Training Session, June 25 10:00 pm-12:00 am (yes until midnight, but we have fun).
- Complete all requested and required compliance training.
- Complete all required online training.
- Conference services staff must complete all payroll paperwork by the date specified in their offer letter and may not start training/working until all paperwork is approved.

### **Dress Code**

- Required to wear Conference Services Staff green wristband at all times while on campus.
- You are required to wear, every time you work (check-in/out, on-call, office shifts, completing projects including long and short inventories, cleaning inspections, etc):
  - Summer Conferences Staff shirt.
  - If you tuck your shirt in, it is preferred that you wear a belt.
  - Solid color Khakis, slacks or jeans in complementary color of your shirt. Solid color khaki/slack material/jean shorts and skirts may be worn but cannot be less than 3 inches above the center of the knee.
  - Closed Toe Shoes
  - Name tag
  - Smile
- The following items of clothing are not allowed while working:
  - Strapless, halter tops, tank tops, tube tops or spaghetti straps
  - Athletic pants or shorts, leggings, pajamas
  - Ultra casual attire

- Bare midriffs
- Undergarments showing
- Shorts or skirts less than 3 inches above the center of the knee
- Open toe shoes
- Emblems, lettering, pictures pertaining to political candidates or campaigns, drugs, alcohol, sex, profanities, gangs, weapons not conforming to a law or campus policy
- Bathing Suits
- Unsafe jewelry or clothing
- Items that promote a College or University other than UT Arlington
- Your appearance including hair should be neat and not disheveled. Make up is a personal choice to wear, if worn it should be appropriate for work.
- Be dressed appropriately for work. Refrain from wearing clothing with holes and inappropriate material or content.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

### **Time Commitment and Outside Employment**

- The Conference Staff positions are a SUMMER APPOINTMENT ONLY beginning May 18 and ending August 9, subject to change based on the camp schedule. Conference Staff are required to stay in August until after the Summer School residents have checked out and/or all staff projects are completed for all summer conferences.
  - Conference Staff employed by Apartment and Residence Life in the fall will move to their fall location on August 9.
  - Conference Staff not employed by Apartment and Residence life in the fall will need to move out of their staff room by August 9: alternate housing may be provided but the staff may be required to move to a different room or hall prior to moving to their fall assignment or off campus.
- The Conference Staff positions are expected to be the top priority after academics and before other non-academic activities, internships and/or other work.
- The Conference Assistant is classified as a monthly position. CAs will not be able to work another job on campus that is classified as an hourly position. CAs may work another job on campus if it is classified as monthly. Please make sure additional on campus employment follows these guidelines and inquire with any questions prior to accepting the CA position.
- CAs must keep curfew Monday-Friday morning; curfew is 2:00 am-6:00 am. At this time the CAs must be back and remain in the hall. CAs are not required to be in the building Friday and Saturday nights unless on call. However CAs must tell their RD/GARD when they plan to be away from the building.
- CAs are permitted 2 weeknights out for new CAs, 3 for returning CAs during the summer in which they may spend the night outside the residence hall and are allowed to spend weekends out of the building (with notice to the RD/GARD) without being subjected to extra hall projects or discipline. This may occur under the following conditions:
  - The RD/GARD has been notified in writing as soon as the CA realizes he/she may be absent that night. Notification should be at least 24 hours in advance and needs to be approved.
  - The RD/GARD will determine whether the hall has an adequate number of CAs available that night. The RD/GARD may refuse to grant a night off request.
  - The CA confirms with the RD/GARD that they have contacted another staff member to help act upon any emergency situation for the time they are not in the building.
  - Nights away do not carry over from semester to semester.
- All other non-academic activities (athletics, leadership positions, etc.) and on or off campus work (including internships) must be approved by the Conference Staff member's supervisor. All on-campus and off-campus employment, including the number of hours worked per week, must be discussed and mutually agreed upon by the Conference Staff member with her/his supervisor prior to beginning the position.
- The Conference Assistants will live in his/her assigned space for the duration of employment. Temporary or permanent relocation may be required. Conference Office Assistants have the option of living either on or off campus.
- All staff must be UTA Students enrolled for the 2015 summer or fall semesters.
- Be available to work days, nights, weekends, and holidays. Be very flexible when scheduling office hours, projects, duty nights, etc.

## Requirements

- Preference will be given to candidates that have lived in any of UTA's Residence Halls for two semesters and have earned at least 15 credit hours.
- Conference Staff living on campus must stay current on rent.
- Conference Staff may not engage in a romantic or sexual relationship with any resident, summer conference guest, professional or student staff member of the UT Arlington Apartment and Residence Life Staff or Guest Services Staff.
- Conference Staff must not be placed on University disciplinary probation for any reason and must be familiar and uphold all University rules and regulations.
- Conference Staff have the option of either taking summer classes or taking no classes during their summer break. If you choose to enroll in UT Arlington summer classes, Conference Assistants must maintain a minimum 2.5 semester and cumulative grade point average.
- Conference Staff must utilize their UT Arlington email address as official means of communication with the staff and departments. Conference Staff must check their email daily.

### *Special Note:*

- If at any time a CA/OA enrolled in UT Arlington classes falls below a 2.5 cumulative grade-point average during a semester he/she will enter into probationary status. Additionally, his/her retention will be contingent upon an individual counseling session between the supervisor and the CA/OA, in consultation with the Assistant Director. The retention decision will be made based on the best academic interest of the student. A CA/OA may have only one semester of academic probation and will be removed from the position if the minimum GPA is not reached by the end of that probationary semester.

## **Discipline/ Termination of Employment/Resignation**

- As a student employee, CA/OAs will be an employee at will and are employed at the pleasure of the University. Both the CA/OA and the University have the right to terminate the employee/employer relationship at any time.
- CA/OAs are expected to commit to the position for an entire summer. A letter of resignation must be submitted to the Residence Director two weeks prior to the projected end of employment. If the former CA remains on campus, he/she will not be allowed to remain living on the same floor/ramp, and may be asked to move to a different hall, if deemed appropriate.
- Continued failure to fulfill the responsibilities of the position, poor role modeling on or off campus, failure to adhere to University policies, failure to adhere to federal, state, or local laws, and blatant discriminatory acts could lead to a warning, a probationary period, and/or termination of employment, involving written notification from the RD/GARD. Employment grievances should be directed to the RD/GARD, Assistant Director and then Director of Residence Life.
  1. Conference Staff shall not attend any UTA event, program or work related function (on-call, office shifts, project work, etc) under the influence of alcohol or any controlled substance which would affect the Conference Staff member's response or be in the presence of alcohol or other controlled substance that would violate national, state, local or university policies/laws.
  2. Alcohol may be possessed or consumed in the privacy of a Summer Conference Staff member's room, so long as the resident of the room and all parties consuming alcohol are 21 years of age or older. Summer Conference Guests are not allowed to consume alcohol in any of UT Arlington's Residence Halls. As a Summer Staff Member, you are expected to serve as a role model to other residents, guests, etc. Summer Staff shall not conduct any work functions or attend any work related event under the influence of alcohol.
- If a CA/OA is released from staff or voluntarily resigns his or her position, the following will occur:
  - The CA/OA will cease serving as a staff member immediately; therefore all pay will cease effective the last day of employment.
  - A CA will be required to vacate the staff room within 48 hours of last day of employment. In most cases released CAs will be required to move to another hall if remaining on campus. The RD/GARD, with the permission of the Assistant Director may grant extended periods. Such extensions shall only be granted if no room is available in any of the residence halls and the Conference Assistant is not a safety risk to the other members of the hall(s). If no room is available in any residence hall, the CA may be given a maximum of 7 days to vacate the room and thus the building.

- If the CA is required to move out of the current hall and to a different hall, he or she shall complete a new Residence Hall Contract and rent shall be adjusted accordingly.
- If the CA is required to move out of University Housing, he or she will need to complete a Contract Release Form and all rent will cease the day he or she moves out and checks out formally with the RD/GARD.
- At the date of Resignation/Termination of Employment, the CA's meal plan stops. If the RA continues to enroll in this meal plan then the CA will be required to pay the prorated amount remaining on the meal plan scholarship. If the CA is required to have a meal plan by housing contract, then the CA will be required to pay the prorated amount remaining on the meal plan scholarship.

## Compensation

### Conference Assistants

- Meal Plan Scholarship (scholarship may negatively impact financial aid).
- CAs in their first year will earn a \$412 monthly salary before normal deductions (i.e. taxes, FICA, etc).
- CAs in their second year and beyond will earn a \$462 monthly salary before normal deductions (i.e. taxes, FICA, etc). CAs will be considered in their 2nd year if their employment began at the start of RA Camp (training) in August the year prior. RAs moving from the apartments to the halls in the summer that attended the RA Camp in August will earn \$462 monthly.
- Single room at the lowest summer double rental rate.
- Staff Uniform

Please note the following in regards to salary compensation:

- CAs are considered "exempt" and non-benefits eligible. Therefore, CAs are not eligible for overtime or vacation/sick time.
- CAs are not monetarily compensated on the days that the University is closed, even if on-call. Monthly checks will be based on the days of that month in which the University is open.
- CAs are paid monthly (typically the 1<sup>st</sup> day of each month). Payroll processes monthly checks mid-month, typically between the 18<sup>th</sup>-22<sup>nd</sup>. If the CA involuntarily or voluntarily leaves the position after payroll has been processed, the CA may be required to pay back the University any money that the CA did not earn.
- The meal plan will be billed to the CA's account before the meal plan scholarship is applied to the account.
- Changes to the compensation package and the payroll process may occur at any time.

### Office Assistants

- Allowed the benefit of living off-campus if they so choose.
- Paid wages are \$7.50 an hour for approximately 14 hours per week. Accurately clock-in and out, immediately notify supervisors of any errors.
- Staff Uniform

Please note the following regards to salary compensation:

- OAs will not receive additional pay for working days when the University is closed (July 4) unless the residence hall office is open and the OA works that day.
- Changes to the compensation package and the payroll process may occur at any time.

## Physical Requirements

- The following are physical requirements of the CA and OA position. If you have concerns about your ability to perform any of the following physical requirements, you must alert your supervisor immediately.
  - Exposure to all weather conditions.
  - Exposure to standard office conditions.
  - Exposure to chemicals.
  - Repetitive use of a keyboard at a workstation.
  - Use of manual dexterity.
  - Climbing of stairs.
  - Climbing of ladders.
  - Lifting and moving objects
  - Walking

- Speaking
- Hearing