



Assignment Title	Residential Conferences Assistant
Job Title	Student Outreach Assistant
Appointment Type	Student – At will
Job Location	UHDS Operations
Department	University Housing & Dining Services
Compensation	<p>Spring: \$15.90/hour Summer:</p> <ul style="list-style-type: none"> • Monthly stipend of \$2,520.00 • Room in a conference hall, beginning June 16 and ending at the end of employment or September 13, 2024, whichever is earlier • UHDS Meal Plan 2
Employment Dates	<p>Spring: All applicants hired for the position will be <u>required</u> to attend trainings on June 1-2, 2024.</p> <p>Summer: June 16 - August 30, 2024. Depending on the needs of Residential Conferences, additional work may be available through September 17, 2024.</p>



Position Summary

-The purpose of this position is to assist the Residential Conferences Management with all operational aspects of the summer conference program. This is an on-call, live-in, paraprofessional student position. Residential Conferences Assistants (RCAs) are supervised by a member of the Residential Conferences Management team. This full-time, temporary position will require attendance at all trainings and a significant percentage of the employee's time during the dates of employment. Residential Conferences Assistants work 40 hours per week, with two days off per week. This position involves night and weekend work.

-University Housing and Dining Services recognizes the importance of learning both in and out of the classroom, and supports the concept of education as an individual as well as a community experience. Our primary focus is service to OSU students. We strive to provide our students, faculty, staff, and guests with safe, economical, on-campus living and dining options that are convenient and comfortable. We offer a variety of living and dining options in fifteen residence halls, three dining centers, and a number of family apartments. Our department is an auxiliary enterprise which is funded solely by customers who use our services – we receive no state or tax dollars. We work to maintain the highest educational and service standards for our customers. University Housing and Dining Services is committed to an appreciation of diversity, and fosters an open, respectful, and enjoyable living, learning, and working environment.

-A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services. RCAs are expected to affirm and uphold policies that help create and maintain non-discriminatory campus and living group environments. One must be attentive to issues related to multiculturalism, sexism, racism, gender, sexual orientation, and disability.

-As an employee of Oregon State University, the RCA is perceived as a representative of the University in one's relationships and contacts, both on and off campus. The RCA is expected not to engage in activities that may jeopardize one's credibility as a staff member or activities that make the University legally vulnerable.



Minimum Qualifications	<ul style="list-style-type: none">• Applicants must maintain current student status at a college or university and a cumulative 2.5 GPA.• This position requires good judgment, motivation, self-starting abilities, energy, commitment, attention to detail, a caring and positive attitude, self-discipline, sensitivity to racial and cultural diversity, and common sense.• Must be able to climb stairways and lift and carry linen up and down stairs.• Pursuant to UHDS policy, this position is required to maintain current Cardiopulmonary Resuscitation (CPR) certification (if cognitively and physically able to do so) within 90 days of employment or when training becomes available by the department. Training is provided at department expense. Duty to act ends at summoning professional assistance.• This position is required to work in and have access to student rooms and community areas while occupied by residents and guests; therefore, the position requires a criminal history check.• Maintain good academic and conduct standing with both OSU and UHDS.• Must be eligible to work 40 hours/week during Summer Term. University policy prohibits students from working 40 hours/week if taking 5 or more credits combined across all summer sessions.• This position requires good judgment, motivation, self-starting abilities, energy, commitment, attention to detail, a caring and positive attitude, self-discipline, sensitivity to racial and cultural diversity, and common sense.
Preferred Qualifications	<ul style="list-style-type: none">• Experience working as a Resident Assistant, Building Services Assistant, Service Center Customer Service Representative, in the hospitality industry, or related position.• Customer service experience.• Experience using Microsoft Office including Word, Excel, and Outlook.• Experience using Google Apps and One Drive.



Position Duties	<p>Customer Service</p> <ul style="list-style-type: none">• Maintain positive customer service relationships with all guests and residents.• Promptly address requests from guests whenever possible.• Work front desk hours as determined by the client and Residential Conferences Management. Maintain a clean and organized front desk and lobby space.• Model outstanding customer service and communication skills to other student staff.• Take initiative to solve problems, improve processes, and serve as a resource. <p>Room, Linen, and Building Preparations</p> <ul style="list-style-type: none">• Prepare for conference groups by distributing linen, making beds, setting up tables and chairs, and arranging common areas based on client requests.• Assist with residence hall cleaning such as sweeping, mopping, vacuuming, wiping surfaces, emptying trash, and sorting recycling.• Assist Senior RCAs with physical inspections of building space to ensure cleanliness and inspect for damages.• Report any building maintenance concerns to RCM. <p>Conference Logistics and Administration</p> <ul style="list-style-type: none">• Complete daily work and projects in an efficient and thorough manner, as directed by the Senior RCAs and Residential Conferences Management.• Assist Senior RCAs and the client with group arrival and departure. Ensure all keys are accounted for prior to arrival and after departure.• Keep accurate records of keys, damages, and building occupancy (including early departures) for billing purposes.• Be knowledgeable about UHDS, OSU, Corvallis, and surrounding area in order to answer questions, ensure the best representation of our facilities and services, and direct guests to destinations.
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	<p>Safety and Security</p> <ul style="list-style-type: none"> • Address, report, and document any guest conduct problems, injuries, or incidents. Report any inappropriate guest behavior to the on-site conference contact, Resident Director on-duty, and/or Residential Conferences Management. • Assist all Law Enforcement Agencies when necessary and within OSU policy and procedure. • Participate in on-call duty rotation. • Be aware of guest activities in the building to ensure guest and facility safety. • Maintain the confidentiality of records as stipulated by FERPA (Family Educational Rights and Privacy Act). <p>Staff Relations and Staff Development</p> <ul style="list-style-type: none"> • Participate in all trainings as scheduled by Residential Conferences Management. • Develop positive working relationships with Residential Conferences Management and other UHDS staff. Functions as a team player with Operations staff. • Treat all staff members, other department staff, and customers with courtesy, respect, and consideration.
<p>Working Conditions</p>	<p>The RCA position is routinely a night and weekend role. Work is conducted indoors and outdoors.</p> <p>Frequently, RCAs will:</p> <ul style="list-style-type: none"> • Climb several sets of stairs within a single day. • Lift linen packs onto beds and carry them up and down stairs. • Make several beds within a single day. • Respond to night time customer service calls. • Bend over, pull open drawers, and lift mattress edges. • Sit or stand for one to two hours at a time. <p>Occasionally, RCAs will:</p> <ul style="list-style-type: none"> • Push full carts of linen. • Move furniture and tables.
<p>Special Instructions to Applicants</p>	<p>Submit a resume and cover letter when applying through the OSU Jobs website. In your cover letter, please address how your experiences have prepared you for the responsibilities and duties outlined above.</p>
<p>Internal or External Search</p>	<p>External – open to all qualified student applicants.</p>
<p>Closing Date</p>	<p>April 24th, 2024</p>
<p>Revision Date</p>	<p>2/20/2024</p>