



**Oregon State University**  
**University Housing  
& Dining Services**

<b>Assignment Title</b>	Senior Residential Conferences Assistant
<b>Job Title</b>	Student Outreach Assistant
<b>Appointment Type</b>	Student – At will
<b>Job Location</b>	UHDS Operations
<b>Department</b>	University Housing & Dining Services
<b>Compensation</b>	Spring: \$15.90/hour Summer: <ul style="list-style-type: none"><li>• Monthly stipend of \$2,696.00</li><li>• Room in a conference hall, beginning June 16 and ending at the end of employment or September 13, 2022, whichever is earlier.</li><li>• UHDS Meal Plan 2</li></ul>
<b>Employment Dates</b>	Spring: All applicants hired for the position will be <u>required</u> to attend trainings on May 18-19, and June 1-2, 2024. SRCAs may also be required to attend additional training sessions during Spring Term. These sessions will be scheduled based on availability.  No time off will be approved for June and July  Summer: June 15 – August 30, 2024. Depending on the needs of Residential Conferences, additional work may be available through September 17, 2024.

**Position Summary**

The purpose of this position is to assist the Residential Conferences Management team with all operational aspects of the summer conference program. This is an on-call, live-in, paraprofessional student position. SRCAs direct the work of a group of Residential Conferences Assistants (RCAs) and serve as team leaders for conference preparation, arrivals, and departures. SRCAs report to 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 Specialists 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. SRCAs 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 SRCA is perceived as a representative of the University in one's relationships and contacts, both on and off campus. The SRCA follow all University policies and 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.

<p><b>Minimum Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Applicants must maintain current student status at a college or university and a cumulative 2.50 GPA.</li> <li>• 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.</li> <li>• Must be able to climb stairways and lift and carry linen, packages, and/or supplies up and down stairs.</li> <li>• 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.</li> <li>• This position is required to work in and have access to student rooms and community areas while occupied by residents and guests; therefore, position requires a criminal history check.</li> <li>• Maintain good academic and conduct standing with both OSU and UHDS.</li> <li>• 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.</li> </ul>
<p><b>Preferred Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Experience working as a Resident Assistant, Residential Conferences Assistant, Building Services Assistant, Service Center Customer Service Representative, or related position.</li> <li>• Customer service experience.</li> <li>• Supervision experience and/or demonstrated ability to lead a team of peers.</li> <li>• Experience using Microsoft Office including Word, Excel, and Outlook</li> <li>• Experience using Google Apps and One Drive.</li> </ul>

<p><b>Position Duties</b></p>	<p><b>Work Direction &amp; Team Leadership</b></p> <ul style="list-style-type: none"> <li>• Direct and prioritize daily Residential Conferences team work and projects according to conference and guest needs. Ensure the successful operation of the conference halls.</li> <li>• Foster a team environment with other SRCAs and RCAs.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Maintain positive customer service relationships with all guests and residents.</li> <li>• Promptly communicate and address requests from conference sponsors and organizers.</li> <li>• Cultivate a culture of excellent customer service within the staff group and model outstanding customer service and communication skills to other student staff.</li> <li>• Take initiative to solve problems, improve processes, and serve as a resource for staff and guests.</li> </ul> <p><b>Conference Administration and Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate, assist with, and participate in a conference's arrival and departure. Ensure all keys are accounted for prior to arrival and after departure.</li> <li>• Work with other SRCAs and Residential Conferences Management to schedule duty and front desk coverage.</li> <li>• Keep accurate records of keys, damages, lost and found, and building occupancy for billing purposes.</li> <li>• 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.</li> </ul>
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**Position Duties  
Continued**

**Room, Linen, and Building Preparations**

- Perform quality control audits of room and building readiness prior to guest arrival.
- Lead room setup, bed making, and other preparation for conference groups.
- Lead residence hall cleaning such as sweeping, mopping, vacuuming, wiping surfaces, emptying trash, and sorting recycling.

**Building Management**

- Conduct building inspections to ensure cleanliness and inspect for damages.
- Report any building maintenance concerns to Residential Conferences Management and work order management system. Ensure work has been completed.
- Communicate regularly with the building Resident Director and Residential Conferences Assistants to ensure collaboration and communication of the conference activities, facility issues, and damages.

**Safety and Security**

- 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.
- Maintain on-call duty schedule and 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).

**Staff Relations and Staff Development**

- Participate in and lead trainings as scheduled by Residential Conferences Management.
- Develop positive working relationships with the 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.

<b>Working Conditions</b>	<p>The SRCA position is routinely a night and weekend role. Work both outside and inside is required</p> <p>Frequently, SRCAs will:</p> <ul style="list-style-type: none"> <li>• Climb several sets of stairs within a single day.</li> <li>• Lift linen packs onto beds and carry them up and down stairs.</li> <li>• Make several beds within a single day.</li> <li>• Respond to night time customer service calls.</li> <li>• Bend over, pull open drawers, and lift mattress edges.</li> <li>• Sit or stand for one to two hours at a time.</li> <li>• Pack and un pack shelves</li> </ul> <p>Occasionally, SRCAs will:</p> <ul style="list-style-type: none"> <li>• Push full carts of linen.</li> <li>• Move furniture, tables and chairs, signs and linens.</li> </ul>
<b>Special Instructions to Applicants</b>	<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>
<b>Internal or External Search</b>	<p>External – open to all qualified student applicants.</p>
<b>Closing Date</b>	<p>April 5, 2024</p>
<b>Revision Date</b>	<p>2/20/2024</p>