



STUDENT HOUSING &  
RESIDENCE LIFE

The University of Alabama at Birmingham

## Conference Assistant Position

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**Job Description:** Over the summer, UAB Housing transitions into both student housing and camps and conference housing entity. Customer service skills and flexibility are imperative for this hospitality-centered position. Conference Assistants are the face of UAB and assist groups when they stay with us. Conference Assistants assist groups by prepping their rooms, checking-in participants, assisting with questions about campus and Birmingham, and checking participants out at the end of their stay. Conference Assistants also assist UAB Housing with summer projects that the facilities team may need help completing, because of the ability to be a cohesive and contributing team member with others is imperative.

### **Job Qualifications:**

- CA's must be current UAB students who are enrolled in classes for the upcoming fall semester
- CA's must be in good academic and student conduct standing with UAB
- Essential characteristics include time management, punctuality, professionalism, commitment to customer satisfaction, communication skills with a diverse group of customers and staff, and flexibility
- Demonstrated success in working with groups and dealing with demanding situations
- Strong administrative skills with particular attention to detail required
- Ability to problem solve and think critically
- Due to the time commitment of the CA (Conference Assistants) position, applicants can take summer classes. Still, they cannot have an outside job unless approval has been given by the camps and conferences coordinator or designee. If granted an outside job, the Conference Assistant can not work more than 20 hours per week in that position
- Maintain a UAB semester and cumulative GPA (Grade Point Average) of 2.50 or better Failure to maintain a 2.5 cumulative GPA will result in the loss of your position

### **Compensation:**

- Single bedroom for the duration of employment
- A taxed stipend of \$1,250 is distributed across the 3-month duration
- Meal Plan (Valued at \$500)
- \$9.25 an hour for extra hours worked above 25 hours a week
- Non-monetary benefits: The opportunity to work with a diverse group of individuals while developing leadership, problem-solving, crisis management, communication, organization, time management, and peer counseling skills and resume building opportunities

## **JOB DUTIES:**

- Demonstrate initiative in greeting and assisting summer guests
- Express kindness, respect, and a caring attitude for summer guests
- Assist groups by checking all guests in and out of housing, issuing keys, updating records, and answering questions
- Follow up with guest concerns in a timely and respectful manner
- Communicate with supervisors in an appropriate time frame.
- Provide guided tours to both camps/conference groups, as well as for new student orientation
- Give tours of the residence halls for UAB Orientation participants
- Develop and maintain ongoing professional relationships with fellow summer staff and other professional staff members
- Demonstrate a positive attitude and commitment to teamwork
- Assist fellow staff in completing assignments and work crew projects by deadlines
- Work weekday and weekend desk hours
- Maintain a neat and orderly workspace
- Answer questions related to campus and Birmingham for camp/conference participants
- Wear conference assistant uniform while at the desk and maintain a positive attitude with camps/conference participants
- Complete a bulletin board
- Prepare floors and rooms for ongoing move-ins
- Wash, fold and organize linens for summer groups, as well as making the bed for groups who requested linens
- Clean and prepare rooms with toilet paper, trash bags, etc. in preparation for a group's check-in
- Assist the facilities team by noting needed repairs and reporting areas of concern promptly
- assist the facilities team with room preparations for fall move-in.
- Understand and have a working knowledge of the camps and conference policies and procedures
- Politely educate guests about the policies and procedures
- Enforce University and Student Housing policies and serve as a role model by setting an example for peers by abiding by all policies
- Confront individuals with respect, consistency, and fairness always
- Assist during emergencies such as fire, medical emergencies, facilities concerns, etc.

## **ACQUIRED SKILLS:**

AS A RESULT OF SERVING IN THE SUMMER CONFERENCE ASSISTANT ROLE WITH THE OFFICE OF STUDENT HOUSING AND RESIDENCE LIFE, STUDENTS WILL BE ABLE TO.

<b>Competency</b>	<b>Acquired Skills</b>
<b>Practical Leadership &amp; Management Skills</b>	<ul style="list-style-type: none"><li>■ Understand the basic requirements of the role and policies and procedures associated with the position.</li><li>■ Understand Student Housing and Residence Life vision and mission.</li><li>■ Self-identify their strengths and weakness.</li><li>■ Engage in process improvement to help improve upon existing procedures.</li><li>■ Demonstrate autonomous function in their role through actions such as time-management and self-regulation.</li></ul>
<b>CIVIC IDENTITY &amp; COMMITMENT TO SERVICE</b>	<ul style="list-style-type: none"><li>■ Identify resources to increase their knowledge of civic responsibility.</li><li>■ Participate in organizations and activities that enhance their collegiate experience that fosters a greater sense of community within UAB.</li></ul>
<b>CRITICAL THINKING &amp; PROBLEM SOLVING</b>	<ul style="list-style-type: none"><li>■ Identify a problem when it exists</li><li>■ Understand protocols and procedures related to their role.</li><li>■ Identify pertinent resources for appropriate solutions to the problem.</li><li>■ Articulate why a specific strategy is appropriate to use for a solution.</li><li>■ Develop options or potential solutions to problems or concerns.</li><li>■ Articulate why protocols and procedures are important within their position.</li><li>■ Know of their authority in the decision-making process.</li></ul>
<b>TECHNOLOGY</b>	<ul style="list-style-type: none"><li>■ Demonstrate basic knowledge of the operation of equipment within the context of their professional role.</li><li>■ Follow protocol.</li></ul>

<b>CULTURAL HUMILITY &amp; GLOBAL FLUENCY</b>	<ul style="list-style-type: none"><li>■ Understand Divisional Core Values</li><li>■ Engage in activities that increase a global perspective.</li><li>■ Exhibit respect and openness to work across differences</li><li>■ Understand the perspective of differences and will treat others fairly.</li></ul>
<b>PROFESSIONALISM</b>	<ul style="list-style-type: none"><li>■ Define the basic functions of their role in relation to their functional area.</li><li>■ Proficiently execute the expected duties related to their functional role.</li><li>■ Arrive to your functional area, prepared to work on time</li><li>■ Refer to the code of ethics related to the functional role, including all applicable laws</li></ul>