

Summer Conference Assistant Position

Description

Department Summary

The Residence Life Office creates an engaging residential environment that fosters students' overall development, well-being, and intercultural education. Our goal is to support student success, graduation, and holistic preparedness for active engagement in a global community.

Position Summary

The Summer Conference Assistant (SCA) position provides guests and residents to campus with excellent customer service, and a hospitable stay in the Buffalo State University residence halls. SCAs work to ensure that residence halls are prepared for a guests stay and report any and all issues that could compromise a guest's experience to the appropriate individuals for follow up. Also, SCAs participate in responsibilities that allow those living on campus to have their needs met such as reporting facility concerns to the custodial and facilities team, or managing student mail. Staff in this role are also responsible for the health and safety of those living in the residence halls during the summer and conduct rounds of buildings and serve in an on-call rotation, resulting in 24/7 service for those living on campus. In order to achieve this, SCAs will complete a variety of administrative tasks to ensure operations run smoothly and guests have a safe and enjoyable experience.

Duties and Responsibilities

Customer Service (35%)

- Staff the front desk of Residence Halls that currently house residents in that building.
- Distribute mail to students that visit the mail room
- Resolve issues related to missing mail in consultation with the mailroom supervisor
- Conduct check-in tasks to assure that each guest has been appropriately checked in
- Document all issues encountered in the on-call log for the community

- Respond to guests needs by fulfilling their requests if you are able, or communicate situations where unable to fulfill the request to the supervisor.
- Conduct check-out tasks to assure that every guest is appropriately checked out of the building at the end of their stay

Operations and Administrative Responsibilities (35%)

- Log mail as it is received into the student mail room
- Assist with end of spring semester check-out
- Assist with early arrival move in for fall semester
- Prepare keys for guests that will be living in the residence halls
- Prepare rooms for incoming conference guests by reviewing the room, adding linens to the room in accordance with conference agreements, communicating damages or custodial needs to supervisor, testing keys and fobs in the room door to make sure they work correctly
- Complete key inventories as needed to insure that the appropriate number of keys are in the key bank
- Conduct room inspections of rooms that guests have occupied and report damages and major custodial issues to supervisors
- Remove linens from rooms and place them in a central location for custodial to pick up

Safety and Crisis Response (25%)

- Contact emergency services for health or safety concerns that arise within the residence halls
- Conduct evening rounds of the building exteriors, making sure all buildings are locked, reporting any issues with the exterior of the buildings.
- When a conference is occupying a building, conducting rounds of the building interior once a night to
 - identify facilities issues and submit work orders regarding those facilities issues
 - document any behavioral issues encountered by guests
- Serve in a 24/7 on-call rotation responding to guest inquiries, late night check-ins or check-outs or other emergencies on campus
- Respond immediately to campus emergencies, even when not on shift, that require immediate attention from essential personnel

Other Duties as Assigned (5%)

While these will be at a minimum, staff should expect that unforeseen circumstances may result in staff being asked to complete responsibilities not included in the official position description. These should be minimal, but given the dynamic nature of the role, do occur from time to time.

Qualifications

Minimum Qualifications

- Demonstrates a desire to exceed customer expectations
- Ability to problem solve
- Experience promoting safety and security
- Demonstrates an ability to complete administrative responsibilities
- Ability to complete tasks in a busy environment

Preferred Qualifications

- Demonstrated ability to respond to crisis
- Understanding of work order systems for custodial or maintenance
- Has an acute attention to detail
- Previous experience working in the residence halls at Buffalo State University

Requirements

Academic Requirements

- Must have at least a 2.0 overall Buffalo State University GPA
- Must be a student at Buffalo State University in the spring semester proceeding the summer of employment and be currently registered for the fall semester immediately after employment.

Behavioral Requirements

- Must not have any major conduct violations within the previous two academic years from the summer of employment

Compensation

Summer Conference Assistants will receive in exchange for their employment:

- A single bedroom within an apartment in Student Apartment Complex from May 18, 2025 until August 10, 2025
- \$2,000 stipend split up into 6 payments of \$500 dispersed throughout the summer

Working Environment and Conditions

Summer Conference Assistants work in environments where guest behavior can be unpredictable. Additionally, outdoor work is generally required and therefore staff can expect to be out in the sun or rainy weather and are encouraged to dress appropriately for the conditions. Additionally, the position is an essential-critical position and therefore is required to work even during university closures.

Required Trainings and Worktimes

Staff will be required to attend three training sessions held on Friday afternoons during the month of April. These training sessions must be attended and cannot be made up at different times.

Shifts for work and on-call coverage are scheduled at least two weeks ahead of time to allow for appropriate planning. Staff should not schedule summer travel away from campus until after shifts have been released. Students may only request up to 10 days away from campus throughout the summer.

In addition to training scheduled in April, the position will begin employment on May 12, 2025 and conclude employment on August 18, 2025

Equal Employment Opportunity/Affirmative Action

Employer

Buffalo State is an affirmative action/equal opportunity institution that subscribes to all federal, state, and SUNY legal requirements and does not discriminate against applicants, students, or employees on the basis of race, sex, ethnicity, national origin, sexual orientation, religion, age, disability, or marital or veteran status (Nondiscrimination Notice). Any violation of this policy should be reported to the Equity and Diversity Office, Cleveland Hall 415, (716) 878-6210. Buffalo State is a VEVRAA Federal Contractor. If you have any questions, please contact Jamie Warnes at warnesje@buffalostate.edu or call (716) 878-4822.

Accommodations for the Recruitment Process

Candidates who need additional accommodations for a documented disability as part of the application and interview process are encouraged to contact Gabriel Petersen at petersgd@buffalostate.edu to request accommodations. Accommodations will be provided after consulting with Human Resources on the appropriate next steps.

Instructions on How to Apply

Candidates may apply by submitting an online application. Information on submitting an online application is available on the Residence Life website: <https://residencelife.buffalostate.edu/employment-and-leadership-opportunities>.