



**SIMMONS COLLEGE SUMMER CONFERENCES PROGRAMS  
2008 Summer Conference Assistant Position Description**

**General Responsibilities:**

- ✓ Provide courteous, pleasant and efficient service to all summer guests and residents. Act as a liaison among summer guests, supervisors, and the Summer Conferences Programs.
- ✓ Provide support to all aspects of summer operations including desk operations, duty shift responsibilities, guest services, and room preparation. Assist with other Summer Conferences Programs tasks that occur during the summer, including tasks related to closing/opening the residence halls for the academic year residents.
- ✓ Assist with general conference preparation including preparing rooms, distributing linens, inspecting the residence halls, performing furniture inventories, and preparing check-in/out material.
- ✓ Demonstrate a strong commitment to customer service. Investigate, handle, and report any problems or concerns that may arise during a guest's stay.
- ✓ Understand, enforce, and adhere to all policies and procedures set forth by the Summer Conferences Programs/Residence Campus Services offices and Simmons College. Pay particular attention to policies relating to the safety and security of the residence halls.
- ✓ Provide on-call duty coverage. Duty coverage includes regular floor rounds, miscellaneous errands for bell desk personnel as needed, emergency linen replacements, lock-outs, and some crisis resolution. Duty coverage includes weekends and holidays. During their scheduled shifts, duty personnel are expected to reside on the residence campus for its duration.
- ✓ Work closely with the Manager of the Summer Conferences Programs to complete a variety of administrative tasks relevant to operation of the residence halls.

**Administrative Duties:**

- ✓ Know and perform efficient check-in and check-out procedures for conference guests, including the distribution of keys, access cards, and the management of registration forms. Ensure the registration forms are filled out accurately and completely.
- ✓ Record all linen exchanges and additions given to guests on appropriate log book; be responsible for all records during desk shift.
- ✓ Conduct key checks for rooms. Report missing keys to supervisors immediately.
- ✓ Handle lock-outs in an efficient manner and within prescribed policy.
- ✓ Organize all materials to be displayed at desk, check-in, and on bulletin boards.
- ✓ Organize, maintain, and keep clean the area around the bell-desks.
- ✓ Document and report Facilities and UNICCO concerns in a timely manner. Follow-up as necessary.
- ✓ Accept comments and requests from groups and guests in a polite and courteous manner. Immediately refer requests to appropriate staff and follow-up as necessary.
- ✓ Write all serious and incidents down in the log book located at the main bell-desk. Ensure that all emergencies are reported immediately to Public Safety and supervisors.
- ✓ Complete all administrative paperwork as requested by supervisors.

**Staffing Expectations:**

- ✓ Attend and be on time for all training, orientation, and staff sessions, which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.
- ✓ Understand that each staff member is required to participate in all areas of operations with the Summer Conferences Programs, and must work the required hours per week. No staff member may work more than the allowed hours (40 hours/week) without prior approval.
- ✓ Be present for all shifts and supplemental shifts, as assigned. All coverage shifts must be approved by a supervisor.

**Staff and Community Development:**

- ✓ Encourage/maintain community atmosphere where the rights and responsibilities of staff and guests are held in high regard.
- ✓ Encourage development of staff team and effectively address tensions and interpersonal issues as they arise.
- ✓ Create a welcoming environment and establish and maintain informative and useful means of communicating with guests and with each other.
- ✓ Welcome and orient guests who are unfamiliar with the Boston area.
- ✓ Attend one-on-one meetings as requested by supervisors and an evaluation at the end of the summer.

**Position Requirements:****In addition to the previous:**

- ✓ Must work required 35 hours/week, unless summer schedule needs dictate otherwise. Be available to work from May 16, 2008 – September 3, 2008 unless approved by the Manager of the Summer Conferences Programs. Periods of overtime should be expected.
- ✓ A maximum of one-week vacation is available to staff members throughout the summer. Staff must request vacation time in writing to the Manager of the Summer Conferences Programs by the first day of their first date of employment. All requests may not be approved.
- ✓ Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibility.
- ✓ Knowledge of the Boston area preferred.
- ✓ Must live in residence hall during the summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and they are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to an emergency situation, and to perform other administrative tasks and projects as needed during their scheduled shifts.
- ✓ May not hold outside commitments (excluding academic classes) of more than 10 hours/week. All internships, jobs and obligations of more than 10 hours/week must be approved in advance by the Manager. Summer Conference Assistant position responsibilities take priority over any outside commitments.

**Dates of Employment:**

May 16, 2008 (8:30am) to September 3, 2008 (5:00pm)

**Training Dates:**

All Summer Conference Assistants must be available for all training sessions, which begin on Friday, May 16, 2008 and continue throughout the next week. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.

**Compensation:**

- ✓ \$8.50 per hour for 35-40 hours per week. Overtime will be paid at time and a half.
- ✓ Housing in a double room.