

The Conference Assistant (CA) is a Northwestern student who is a member of the Residential Services summer team. The CA will work with the behind-the-scenes logistics of hosting guests and provide excellent customer service to those who are attending camps, workshops, and conferences on our campus this summer. This is a live-in position and CAs work approximately 20 hours per week. CAs report to Residential Services professional staff member(s) and work collaboratively with all Residential Services staff.

DATES OF EMPLOYMENT

The start date is June 12, 2024, and the CA contract end date is September 13, 2024. The required in-person training dates are June 12-14, 2024.

RESPONSIBILITIES

General Expectations

- Professionally represent Residential Services and Student and Conference Services (SCS)
- Serve as a knowledgeable resource to summer guests and staff concerning services available for summer operations
- Maintain proper use of facilities, reporting all maintenance and custodial concerns
- Attend and actively participate in weekly staff meetings throughout the summer
- Be present at all assigned shifts
- Work cooperatively with fellow student staff members
- Assist with other tasks as assigned by supervisors

Administrative Tasks

- Efficiently and accurately execute guest check-in and check-out procedures
- Assist with the setup and/or teardown of check-in or check-out areas
- Manage the distribution of check-in materials and keycards
- Post signs and necessary materials in residential buildings and other areas as requested by SCS
- Work the Area Desks for pre-selected weekly and weekend shifts
- Perform building inspection and key card audit prior to summer guest arrival
- Distribute and collect linen packs to designated sleeping rooms
- Serve on a 12-hour duty rotation to ensure safety and security within occupied residential buildings
- Submit accurate and detailed Duty Logs as required to ensure appropriate follow-up
- Complete all other duties as assigned by Residential Services

Customer Service

- Wear conference assistant apparel and nametag while at the desk
- Maintain a positive attitude with summer guests, students, faculty and staff
- Serve as an accessible and reliable resource for all summer guests
- Provide a high level of customer service to guests by greeting them, prioritizing their needs, problem solving, and escalating their concerns

Time Commitments

- Employment dates June 12, 2024 – September 13, 2024
- Mandatory in-person training from June 12, 2024 – June 14, 2024
- Mandatory weekly staff meetings Tuesday 2:30pm-3:30pm
- Available evenings and weekends

MINIMUM QUALIFICATIONS

- Northwestern student during the Spring 2024 quarter
 - CAs do not need to be enrolled in summer courses
 - Northwestern students enrolled in Fall 2024 courses are preferred
 - Graduates of the undergraduate Northwestern class of 2023 are welcome to apply if they are accepted into a graduate program. Written proof of acceptance into the program from the institution must be submitted with the CA application along with the date that the applicant is

required to be on campus. If applicants have an assistantship or internship that requires an earlier start date, it must be disclosed in the CA application.

- Good academic and conduct standing
- One year of on campus living or similar experience
- Minimum cumulative and Spring 2024 GPA of 2.5 or above
- Cannot have more than 20 hours of additional weekly responsibilities or commitments

COMPENSATION

- On-campus room valued at \$4,650.00 from June 12 – September 13
- Meal plan provided valued at \$3,680.10 from June 12, 2024 – September 13, 2024, when Dining Halls are opened
 - Dining Halls are expected to be closed August 30 – September 1, 2024
- All shifts are paid at \$14.00 an hour on the University's [biweekly pay schedule](#)
- CAs will remain in their Spring quarter room assignment and have a meal plan during the transition from Spring to Summer Operations. CAs will receive their summer room assignment and moving instructions prior to or during CA Training on June 12, 2024.

PHYSICAL REQUIREMENTS

This position requires nighttime response to urgent situations and emergencies. Sleep may be interrupted frequently and ability to wake up from a phone call is necessary. CAs must be able to walk up and down stairs, and lift up to 20 lbs.

ADDITIONAL INFORMATION

Northwestern University is an equal opportunity, affirmative action educator and employer. Northwestern University does not discriminate against any individual on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, parental status, marital status, age, disability, citizenship, veteran status, or other protected group status in matters of admissions, employment, housing, or services in the educational programs or activities it operates.

Residential Services invites you to approach us early in the application process and contact AccessibleNU (accessiblenu@northwestern.edu, 847-467-5530) if you think you may require a housing accommodation.

In addition, we welcome you to work with us and the Office of Equal Opportunity and Access (eeo@northwestern.edu, 847-491-7458) if you think you may require a work-related accommodation.