

## 2025 SUMMER PROGRAM ASSISTANT POSITION DESCRIPTION

[Applications](#) are available online beginning March 7, 2025  
and are due by 8:30am on April 7, 2025

The Summer Programs Assistant (SPA), formerly Conference Assistant, is a Northwestern student who is a member of the Residential Services summer team. The SPA 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 SPAs work approximately 20 hours per week. SPAs report to Residential Services professional staff member(s) and work collaboratively with all Residential Services staff.

### DATES OF EMPLOYMENT

The start date is June 16, 2025, and the SPA contract end date is September 5, 2025. The required in-person training dates are June 16-18 & 20, 2025.

### RESPONSIBILITIES

#### General Expectations

- Professionally represent Residential Services and Undergraduate Services and Summer Programs (RSP) team
- 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
- 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 summer programs 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 16, 2025 – September 5, 2025
- Mandatory in-person training from June 16, 2025 – June 18, & June 20, 2025
- Mandatory weekly staff meetings Tuesday 2:30pm-3:30pm
- Available evenings and weekends

### MINIMUM QUALIFICATIONS

- Northwestern student during the Spring 2024/25 quarter
  - SPAs do not need to be enrolled in summer courses
  - Northwestern students enrolled in Fall 2025 courses are preferred

- Graduates of the undergraduate Northwestern class of 2025 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 SPA 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 SPA application.
- Good academic and conduct standing
- One year of on campus living or similar experience
- Minimum cumulative and Spring 2025 GPA of 2.5 or above
- Cannot have more than 20 hours of additional weekly responsibilities or commitments

## COMPENSATION

- On-campus room valued at \$4,050.00 from June 16 – September 5, 2025
- Meal plan provided valued at \$3,551.85 from June 16, 2025 – September 5, 2025, when Dining Halls are opened
  - Dining Halls are expected to be closed August 22 – August 25, 2025
- All shifts are paid at \$15.00 an hour on the University's [biweekly pay schedule](#)
- SPAs will remain in their Spring quarter room assignment and have a meal plan during the transition from Spring to Summer Operations. SPAs will receive their summer room assignment and moving instructions prior to June 22, 2025.

## 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. SPA must be able to walk up and down stairs, and lift up to 20 lbs.

## ADDITIONAL INFORMATION

Northwestern University is an Equal Opportunity Employer and does not discriminate on the basis of protected characteristics, including disability and veteran status. View Northwestern's [non-discrimination statement](#). Job applicants who wish to request an accommodation in the application or hiring process should contact the Office of Civil Rights and Title IX Compliance. View [additional information on the accommodations process](#).

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