

**JOB DESCRIPTION SUMMER 2016****CONFERENCE HOUSING ASSISTANT (CHA)**

Conference Housing Assistants (CHAs) are responsible for providing excellent customer service to conference groups housed in TCU facilities. CHAs will follow each conference from beginning to end in order to provide support for their needs. CHAs must be flexible with their time and must declare all needed vacation time prior to beginning employment. CHAs are asked to work with Summer Conference Housing throughout the entire summer. CHA's may enroll in a maximum of 3 hours of classes per each summer semester at TCU. It is the goal of Summer Conference Housing to provide staff members with experience managing residential facilities and working as part of a team.

QUALIFICATIONS

1. Proficiency with Microsoft Office Applications (Word, Outlook and Excel).
2. Excellent communication skills (timeliness, thoroughness and follow through), ability to work independently or with a team, enthusiasm, customer service skills and a positive can-do attitude.
3. Ability to perform assigned tasks accurately properly and in a timely manner.
4. Ability to think and act quickly in solving problems and troubleshooting possible issues that might arise.
5. Ability to support fellow staff members.
6. Ability to work flexible times, including nights and weekends.
7. Must be currently enrolled at Texas Christian University

COMPENSATION

1. Stipend of \$7.75 an hour for 20 hours a week. Time worked will vary week to week.
2. Accommodations in on-campus residence halls throughout duration of employment
3. Summer Meal Plan

TERMS OF EMPLOYMENT

1. CONFERENCE RESPONSIBILITIES
 - A. Prepare welcome signs, registration sheets, bulletin boards, etc. for each conference groups.
 - B. Work in hall office during each conference as requested.
 - C. Perform one duty round of assigned building each evening a conference group is present.
 - D. Provide daytime and nighttime on call coverage during each assigned timeframe.
 - E. Provide efficient check in and check out for each group and ensure appropriate room assignments.
 - F. Provide excellent customer service by answering questions, conveying messages and assisting with conference needs.
 - G. Work to provide a safe and secure environment for guests.
 - H. Track conference key check out and return.
2. ADMINISTRATIVE AND STAFF RESPONSIBILITIES
 - A. Participate in Summer Conference Housing training and building preparation.
 - B. Attend weekly staff meetings, one on ones and staff developments as scheduled.
 - C. Complete room and building walk-throughs for each assigned group.
 - D. Provide billing, damage and lost key information and other paperwork necessary to track data on summer use. Provide post conference evaluations.
 - E. Report and follow up with maintenance concerns and housekeeping needs.
 - F. Check email daily and respond in a timely manner
 - G. Participate in departmental initiatives including but not limited to residence hall tours, building prep and check-in
 - H. Enforce Summer Conference, Housing, and TCU University policies.
 - I. Work closely with other staff members to ensure coverage of all conferences.
 - J. Attend weekly 1:1 with supervisor

- K. Attend professional development opportunities provided by supervisor
- L. Other duties as assigned.

CONDITIONS OF EMPLOYMENT

1. Employment dates are May 8, 2016 - August 1, 2016 with negotiable dates of August 2 - 15.
2. CHA must be committed to the conference program for the entire contract period and is expected to be a role model and comply with call university and conference policies.
3. CHA's are required to live on campus during contract dates.
4. CHS's are expected to work after hours and weekends and through holidays including, Memorial Day and the Fourth of July.
5. Additional employment during the term of appointment is prohibited; CHA's may be enrolled in up to 3 hours of class each summer term at TCU.

CONTRACT DATES

Contract dates: May 8 – August 1; August 2 - 15 optional hire dates as needed