

MEMORANDUM

DATE: March 22, 2016

TO: Prospective 2016 Summer Conference Staff

FROM: Valerie Bloodsworth
Associate Director of Housing Services

RE: Summer Conference Staff Program

The Summer Conference Staff exists for the purpose of supporting the Summer Conference Program. To be considered a candidate for staff, you cannot be employed elsewhere, and you must commit to 29 hours per week.

Application packages should be returned to Ritchie Residence Hall Service Desk by **Wednesday, April 13 at 5:00pm**. In accordance with department policy, candidates must pass a criminal background check for employment.

Application packages must include:

- Completed application
- Recommendation Forms
- Typed or neatly written answer sheet to questions included in application

Application Timeline:

| | |
|-------------------------------|---------------------|
| Application Available | March 22 |
| Application Due NLT | April 13 at 5:00pm |
| Application Review | April 14 – April 15 |
| Interview Offer/Decline Email | April 15 by 8:00pm |
| Interviews | April 18 – April 22 |
| Position Offer/Decline Email | April 26 by 5:00pm |

TIMELINE

APPLICATION DUE: Wednesday, April 13th at 5:00pm. Late applications will not be accepted! In the case of an emergency University closing, applications will be due the following business day by 5:00pm.

INTERVIEWS: After all applications are received they will be reviewed. Due to the expected high volume of applications, not all applicants will receive an interview. In either case, you will be contacted via email about your status no later than April 15 by 8:00pm. Interviews will take place April 18 – April 22 for those applicants selected to be interviewed.

DECISIONS: Position Offer/Decline email will be sent no later than April 26 by 5:00pm. If offered a position, it will be your responsibility to reply to the email accepting the offer by the indicated date/time.

CONFERENCE SEASON: The 2016 conference season begins Monday, May 16, 2016 and ends Sunday, August 28, 2016 (Last day of Welcome Weekend 2016). There will be some work available for the first week of the semester. Interest will be gathered much later in the summer regarding your availability.

TRAINING: Mandatory training will be held May 16-20, 2016.

SUMMER CLASS SCHEDULE: Please provide your projected schedule for each summer session on the attached forms. Be as accurate as possible regarding your availability and class schedule. Your selection and work schedule is based on this information. Please indicate the exact number of credit hours you plan to take during each summer session. Enrollment in summer session classes is encouraged but not mandatory.

Summer Conference Staff Members CANNOT hold other employment during the summer. With advanced notice, Summer Conference Staff will be able to be employed by New Student Orientation for New Roo Weekend.

DESCRIPTION

The Summer Conference Program utilizes over 2,500 beds during the summer months as visitor accommodations. The Summer Conference Program ensures that all visitors to campus will have a quality experience at The University of Akron. Summer Conference Staff members are trained to provide a high standard of hospitality and customer service to each customer and will act as an ambassador on behalf of The University of Akron.

MAIN JOB RESPONSIBILITIES:

- Complete all work on time
- Assist in preparation of conference materials (brochures, flyers and keys/swipe cards)
- Greeting guests
- Guest check-in/check-out preparations - key inventory/swipe cards, group roster, space sheets, etc.
- Preparing guest rooms as needed - linens, making beds, monitoring signs, room inventory, etc.
- Complete and prepare paperwork for key audits at the end of each check-out
- Provide professional, efficient and courteous service to all University guests staying on campus during the summer months
- Maintain key inventory and complete report on missing keys
- Report maintenance/custodial and other concerns as soon as possible. Monitor reports for ongoing or unsolved problems
- Organize and maintain a lost and found of guest items for each conference (if necessary)

SECONDARY JOB RESPONSIBILITIES:

- Operating 24-hour desk operations as needed
- Set-up/tear down of residence hall tour rooms
- Guide tours for incoming residence hall students
- Assist with Fall semester bulletin boards
- Become familiar with University information/policies and be able to communicate that to conference guests
- Be aware that emergencies may arise and be familiar with emergency procedure, maintenance problems, etc.
- Provide information (transportation, restaurants, local attractions) about the Akron area to conference guests whenever possible
- Keep accurate linen inventory records at delivery of new or pick-up of soiled linen
- Run errands for conference and/or Residence Life and Housing business
- Assist Residence Life and Housing Department for academic year preparation
- Additional duties assigned as needed

EXPECTATIONS/JOB REQUIREMENTS:

- Be fully prepared and attend all staff meetings and training sessions as scheduled
- Able to work well with others and under a figure of authority
- Ability to maintain professionalism in any situation that might develop in the work environment
- All Housing Office information and records are confidential. Staff should maintain the utmost professionalism
- Must possess excellent organizational abilities
- Conference staff members are expected to be aware of, and respond to individual and group needs
- Must possess exceptional interpersonal and communication skills
- Ability to meet deadlines under pressure while working in an environment that has many interruptions
- Must demonstrate an ability to work in a diverse team environment
- Excellent decision making and conflict resolution skills
- Be familiar with Summer Conference schedule and group information so that all inquiries can be answered or referred to the proper person
- Must be able to lift a minimum of 50lbs.
- Physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.

DUTY NIGHTS:

- Must be in the assigned duty room at all times except when making rounds during the night
- Required to make 3-4 rounds of the area under your duty watch. Times of rounds will be determined at a later date.
- Must be prepared to uphold conference building policies and Codes of Conduct. Be prepared to respond when violations occur.
- Act as a general resource for conference guests by being present and available

COMPENSATION:

- Compensation is under review and will be disclosed at a later time, but not later than April 15th at 8:00pm (Interview offer email)

2016 SUMMER CONFERENCE STAFF APPLICATION
DEPARTMENT OF RESIDENCE LIFE & HOUSING
THE UNIVERSITY OF AKRON

*Please type out OR write **CLEARLY** in black or blue ink*

Name: _____ Student ID #: _____

Campus Address: _____ Contact Telephone #: _____

Home Address: _____ Email: _____

Class Status: _____ GPA: _____ Major: _____

Number of semesters lived in the Residence Halls? _____ List the halls: _____

WORK EXPERIENCE: List in chronological order your work experience to date, including part-time and summer employment beginning with your most recent positions. Please describe your responsibilities. Students may choose to submit a resume in lieu of listing previous responsibilities below.

| Dates | Job Title & Description of Job Responsibilities |
|--------------|--|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

RECOMMENDATION FORMS (ATTACHED): Two (2) recommendation forms must accompany the application. Current residence hall students must obtain one recommendation from a professional staff member within the residence hall system (GAs, GRDs, RLCs, Assistant Director or Associate Director) excluding all Resident Assistants and Desk Managers. Non-residence hall students may obtain their recommendation elsewhere.

SIGNATURE: I have read the job description enclosed, and I understand the responsibilities of the position for which I have applied. If hired, I am willing to accept those responsibilities and serve the entire work period. I understand that the recommendations provided by my references will be confidential. The information I have provided in this application is, to the best of my knowledge, correct and complete. I understand that falsification of information on this application will prohibit consideration of my application and is justification for termination of employment.

Applicant's Signature _____ Date _____

Questions

On a separate paper, please provide typed responses to the questions below.

1. Why do you want to work for the Summer Conference Program?
2. List any qualifications/experiences you have had which would support your selection to this position.
3. What have you learned about yourself from previous work environments?
4. What makes you apprehensive about working with a group of people?
5. Give a brief definition of what "customer service" means to you. Please provide an example of an instance when you feel you provided exceptional customer service.
6. What do you feel are your finest qualities? Areas of improvement?
7. What contributions can the Summer Conference Coordinator/staff members expect from you?
8. What do you expect to see in a Supervisor and/or the Summer Conference Staff Coordinators?
9. You will live and work with the staff for four (4) months. Do you foresee any challenges with this? If so, how would you address any issues that arise?
10. What does accountability mean to you?
11. List any commitments, other than summer classes, that you have planned for this summer (i.e., vacations, RHPB, RHC, RA, New Roo Leader etc.).

2016 Summer Class Schedule

*Please indicate each session by a different color. Please remember to indicate which color belongs to which session.

___ Intercession (May 23 - June 12) ___ 8 Week (June 13 - August 7)

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---------------|--------|---------|-----------|----------|--------|----------|
| 8:00 - 8:30 | | | | | | |
| 8:30 - 9:00 | | | | | | |
| 9:00 - 9:30 | | | | | | |
| 9:30 - 10:00 | | | | | | |
| 10:00 - 10:30 | | | | | | |
| 10:30 - 11:00 | | | | | | |
| 11:00 - 11:30 | | | | | | |
| 11:30 - Noon | | | | | | |
| Noon - 12:30 | | | | | | |
| 12:30 - 1:00 | | | | | | |
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| 5:30 - 6:00 | | | | | | |
| 6:00 - 6:30 | | | | | | |
| 6:30 - 7:00 | | | | | | |
| Evening | | | | | | |

Please include all times associated with your classes. If you are taking both 5 and 8 week classes in the same session, please differentiate between them.

Total Credits: _____

Special Circumstances:

2016 Summer Class Schedule

*Please indicate each session by a different color. Please remember to indicate which color belongs to which session.

___ 5 Week- 1 (June 13 - July 17) ___ 5 Week- 2 (July 18 – August 21)

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|---------------|--------|---------|-----------|----------|--------|----------|
| 8:00 - 8:30 | | | | | | |
| 8:30 - 9:00 | | | | | | |
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| 11:30 - Noon | | | | | | |
| Noon - 12:30 | | | | | | |
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| 5:30 - 6:00 | | | | | | |
| 6:00 - 6:30 | | | | | | |
| 6:30 - 7:00 | | | | | | |
| Evening | | | | | | |

Please include all times associated with your classes. If you are taking both 5 and 8 week classes in the same session, please differentiate between them.

Total Credits: _____

Special Circumstances:

Please check the appropriate rating for the applicant in each category.

| | Outstanding | Above Average | Average | Below Average | Unable to Evaluate |
|---|--------------------|----------------------|----------------|----------------------|---------------------------|
| Leadership | | | | | |
| Accountability | | | | | |
| Responsibility | | | | | |
| Maturity | | | | | |
| Enthusiasm | | | | | |
| Appropriate Experience | | | | | |
| Knowledge of Campus & Community Resources | | | | | |
| Professional Appearance | | | | | |
| Motivation | | | | | |
| Communication/Oral & Written Skills | | | | | |
| Listening Skills | | | | | |
| Organizational Skills | | | | | |
| Ability to Relate to Others | | | | | |
| Creativity | | | | | |

Overall, how would you rate and evaluate this person's ability to provide a high level of customer service?

Based on your knowledge of the applicant, do you have any reservations about this person's ability to fulfill the Summer Conference Staff position? If yes, please explain:

Please list any additional comments:

Please check below your final recommendation for the applicant in relation to his or her pursuit of the Summer Conference Staff position:

- Recommend Strongly
 Recommend
 Recommend with Reservations
 Do Not Recommend
 Not Qualified to Recommend

Recommender's Signature: _____

Date: _____



THE UNIVERSITY OF AKRON

2016 Summer Conference Staff Recommendation Form

(Applicant's Name): _____ is seeking the position of Summer Conference Staff with the Department of Residence Life and Housing at The University of Akron. This recommendation is an integral part of the application process and will serve as an important evaluation among candidates. Please be as accurate and candid as possible. Recommendations are to be submitted by **Wednesday, April 13 at 5:00pm** to the address listed below:

Valerie Bloodsworth
c/o Summer Conference Staff
Ritchie Residence Hall
Akron, OH 44325-1401

The application will be processed until all materials are received. Your prompt attention is greatly appreciated.

ITEMS BELOW SHOULD BE COMPLETED BY PERSON WRITING RECOMMENDATION:

Recommender's Name: _____ Position/Title: _____

Department/Organization: _____

Contact Telephone Number: _____

Your Relationship to applicant: Professor/Instructor Academic Advisor Teaching Assistant

Employer (Past/Current) RLC/GRD/GA Other _____

How long have you known the applicant? _____

How well do you know the applicant?

5 4 3 2 1
Very Well Not at all

How confident are you in evaluating the applicant?

5 4 3 2 1
Very Well Not at all

Please check the appropriate rating for the applicant in each category.

| | Outstanding | Above Average | Average | Below Average | Unable to Evaluate |
|---|--------------------|----------------------|----------------|----------------------|---------------------------|
| Leadership | | | | | |
| Accountability | | | | | |
| Responsibility | | | | | |
| Maturity | | | | | |
| Enthusiasm | | | | | |
| Appropriate Experience | | | | | |
| Knowledge of Campus & Community Resources | | | | | |
| Professional Appearance | | | | | |
| Motivation | | | | | |
| Communication/Oral & Written Skills | | | | | |
| Listening Skills | | | | | |
| Organizational Skills | | | | | |
| Ability to Relate to Others | | | | | |
| Creativity | | | | | |

Overall, how would you rate and evaluate this person's ability to provide a high level of customer service?

Based on your knowledge of the applicant, do you have any reservations about this person's ability to fulfill the Summer Conference Staff position? If yes, please explain:

Please list any additional comments:

Please check below your final recommendation for the applicant in relation to his or her pursuit of the Summer Conference Staff position:

- Recommend Strongly
 Recommend
 Recommend with Reservations
 Do Not Recommend
 Not Qualified to Recommend

Recommender's Signature: _____

Date: _____