

Susquehanna University
Position Description
Housing Intern for Summer Conferences

Job Function

Reporting to the Assistant Directors of Event Management, the Summer Housing Intern is expected to serve as a member of the Office of Event Management. This position will experience a variety of components of Summer Conference operations, primarily housing management duties, but also other aspects of the conference experience, including staff development, customer service, and collaborative teamwork with other campus departments. As opportunities arise for involvement of the intern in other initiatives (campus center or areas of student life), those will be included in the experience. This position includes undergraduate conference staff supervision and rotating, on-call responsibilities on nights and weekends.

Specific Responsibilities

Responsibilities are divided into two primary areas:

Housing duties:

- Staff supervision of undergraduate Conference Assistants in conjunction with the Summer Conference Coordinator Intern, including training, team building, scheduling, etc.
- Serve as a member of the Summer Conference Planning Committee (*which includes Residence Life, Facilities Management, Housekeeping, Public Safety, Event Management, Dining Services, Technical Services, IT Services, Athletics*)
- Manage housing from pre-arrival to post-checkout inventory for residential conference groups (*including client interaction; processing room assignment data; reproducing housing information for conference staff; supervision of check-in/check-out processes; monitor all handling and inventory of residence hall keys; coordinate room re-keys with University locksmith; linen management; prepare housing billing reports immediately following each conference*) Most operations will be in conjunction with the Conference Assistants.
- Facilitate regular contact with Facilities Management & Housekeeping Staff (*facility conditions, room assignment data, room preparation/cleaning schedule, key inventory issues, etc.*)
- Scheduling of Conference Assistants in coordination with Conference Coordinator Intern (including duty rotation, check-in/out coverage, building damage inventories, housing material preparation, housing material inventories, and linen management)
- Floor Plan creation/confirmation for each conference group (in collaboration with the group)
- Preparing key sign-out/in sheets based on floor plans; managing on-site room change requests
- Re-prepping keys between conferences (inventory, order missing keys, bill for keys lost, etc.)
- Re-prepping access cards between conferences (card inventory, barcodes to be reprinted, bill for cards lost, etc.)
- Preparing/recycling meal tags for each group (tag inventory, coordination of group tag numbers with dining services, bill for tags lost, etc.)
- Organization of all check-in/out procedures (set-up, keys, layouts, directional signage, maps, etc.)
- Creation and placement of directional and building identification signage for residence halls
- Input on linen ordering/delivery schedule
- Linen management, plus supervision of the distribution process (with conference assistants)

Conference duties:

- Plan and facilitate team development with Conference Assistants
- Prepare housing billing reports immediately following a conference departure based on group's housing facility usage, damages, losses, etc. (provide backup information to group hosts)
- Document evaluation notes from staff and conference planning group after events for inclusion in files; facilitate immediate reporting of problems with conference groups to the Assistant Directors of OEM, Director of OEM, etc. as appropriate

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- Completing paperwork & getting rid of excess from files for final storage (*i.e. Multiple drafts of conference reports, early copies of housing assignments*)

Intended Outcomes/Goals of the Position

- Gain experience in the field of Student Affairs in Higher Education by serving as a supervisor, mentor, and role model for undergraduate students
- Provide a greater understanding of summer conference operations and their benefits to the university (i.e. Recruitment of students, business model in a not-for-profit organization)
- Gain a greater understanding of housing operations as they relate to similar fields of facility management (hotel, sports/recreation facilities, university residence life, etc.)
- Provide basic orientation to operations of various campus departments (facilities management, public safety, event management, technical services, food service, residence life, athletics)
- Establish and develop good customer service skills (with participants and conference organizers)
- Participate in continued assessment and improvement of summer conferences program at Susquehanna

Supervision

- The position will be based in the Office of Event Management and will be supervised by the Assistant Director of Event Management, Keelie Schock.

Qualifications

- Must be a currently enrolled graduate student
 - Student Affairs program of study strongly preferred but not required
- Experience in housing/residence life and/or summer conferences preferred but not required
- Must be highly detail-oriented and able to handle many “moving pieces” of housing operations
- Experience managing others required
- Must be an able-bodied person as some physical labor and some heavy lifting is required
- Proven ability to foster a positive team environment strongly desired
- Willingness to learn quickly, ability to rapidly problem-solve efficiently and creatively, and readiness to work irregular hours are necessities for success in this position

Equipment and Software Used

- Microsoft Office Suite (especially Excel)

Physical Demand

Normal office environment

Occasional light-heavy lifting

Contact with Others

Frequent contact with students, varied conference guests, faculty, staff, parents and community members of all ages.

Education and Experience

Bachelor's degree required

Compensation

- One-bedroom apartment in campus residence hall; on-site laundry facilities
- Modified meal plan provided
- Hourly pay rate