2018 Conference Team Members

Residence Life Conference Team Members (CTMs) will serve as administrators and customer service representatives for guests staying in NDSU residence halls during various summer conferences, events and camps.

CTMs will gain valuable experience in the fields of residence life / campus housing, conferences and events, hospitality and tourism, and customer service. CTMs will also develop skills in leadership, teamwork, organization, time management, and communication.

Conference Team Members will:

- Provide customer service for guests staying in the residence halls
  - Staff front desk
  - Conduct hall rounds
  - Conduct surveys and solicit feedback from guests
- Perform administrative duties
  - Prepare residence hall space for guests
    - Room setup and teardown
    - Inventories and assessments
  - Organize keys, signage and other materials
  - Check guests in/out of residence halls
- Live within a residence hall
  - Conduct mail distribution
  - Share a rotating schedule of on-call coverage
- Perform other duties as assigned, which may include projects with other on-campus departments and responsibilities that involve physical demands

Required Qualifications:

- Excellent communication skills
- Organizational skills and attention to detail
- Effective time management
- Ability to work both independently as well as in a team
- NDSU student (undergraduate or graduate) with a minimum cumulative GPA of 2.5
**Time Commitment:**
CTMs will move into their assigned hall May 21-23, 2018; the position begins May 24, 2018 and ends on August 17, 2018. CTMs who have also been hired as NDSU RAs for the fall semester, may end their contract early to allow for RA training.

Due to the nature of this position, hours per week will vary greatly. For example, some weeks may have 5-10, other weeks 35-40. Over the course of the summer, your hours will average ~20 hours/week. Outside commitments/employment are allowed, but must be flexible to our schedule. With that, team members are able to complete online courses throughout the summer. Employment (including on-campus jobs) must be preapproved by the CTM supervisor.

Team members are allowed time off during the summer. However there are times when we need all hands on deck and no time is allowed off. Time off is NOT permitted for the dates listed below (additional dates may be added):

- March 28 5-7pm (Social)
- April 25 5-7pm (HD Social)
- May 24&25 (Training)
- June 3-8 (FFA)
- July 13-23 (USA Wrestling)
- July 31 (End of Year Event)
- August 6-7 (Hall Closing)
- August 15-16 (Early Arrival)

**Compensation:**
- Approximately $3,000 over the summer (paid as an hourly wage of $11/hour)
  - Hours per week will vary; 20 hours/week average
- FREE room and meal compensation
  - Private room in assigned residence hall

**Application Process:**

*Applications Available:*
- January 8

*Information Sessions:*
- January 25 at 5pm in Memorial Union (Mandan)
- January 31 at 5pm in Memorial Union (Mandan)

*Application Deadline:*
- February 14

*Interviews:*
- February 26-28

*Team Announced:*
- March 8

Applications are online at [www.ndsu.edu/reslife/student_staff](http://www.ndsu.edu/reslife/student_staff) and must be submitted by February 14, 2018. To complete the application, a resume and cover letter addressing the qualifications and required skills listed above must also be uploaded when applying.

NDSU does not discriminate in its programs and activities on the basis of age, color, gender expression/identity, genetic information, marital status, national origin, participation in lawful off-campus activity, physical or mental disability, pregnancy, public assistance status, race, religion, sex, sexual orientation, spousal relationship to current employee, or veteran status, as applicable. Direct inquiries to: Vice Provost, Title IX/ADA Coordinator, Old Main 201, 701-231-7708, [ndsu.eoaa@ndsu.edu](mailto:ndsu.eoaa@ndsu.edu).