2019 Conference Team Members

Residence Life Conference Team Members (CTMs) will serve the main customer service representatives for guests staying in NDSU residence halls during various summer conferences, events and camps, and are responsible for preparing hall space for those guests.

CTMs gain valuable experience in the fields of higher education, 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
- 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 20, 2019; the position begins May 21, 2019 and ends on August 23, 2019. CTMs who are 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 limited during the dates listed below (additional dates may be added):

- March 27 5-7pm (Social)
- April 24 5-7pm (HD Social)
- May 21-24 (Training)
- June 11-17, 20-24 (Football)
- July 12-20 (USA Wrestling)
- June 2-7 (FFA)

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 7, 2019

Application Deadline:
- February 15, 2019

Interviews:
- February 28, 2019 and March 1, 2019

Team Announced:
- March 6, 2019

Applications are online at www.ndsu.edu/reslife/student_staff and must be submitted by February 15, 2019. To complete the application, a resume and cover letter addressing the qualifications and required skills listed above must also be uploaded when applying.