

## 2018 Conference Administrative Assistants (CAAs)

The Department of Residence Life provides summer housing to more than 7000 participants who attend athletic camps, academic programs and workshops on campus. Residence Life Conference Administrative Assistants (CAAs) are responsible for the many behind-the-scenes administrative tasks that ensure success for our conference programs. This includes scheduling the Conference Team Member (CTM) work schedules, coordinating vendor services, preparing billing, assisting with camp registration, performing check-in/check-out duties and more.

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

### Conference Administrative Assistants will:

- Actively participate in staff training
- Reside on campus in the Mathew Living Learning Center
- Perform administrative duties with regards to conferences, including:
  - Coordination of linen services, scheduling of Conference Team Member (CTM) work schedules, preparation of conference billing, performing check-in/check-out duties, offering customer service to conference guests, disseminating information, assisting with camp registration processes, and other duties as assigned including work in the Residence Life central office.

### Minimum Qualifications:

- Current student of NDSU (graduate or undergraduate) or having graduated in May 2018
- Prepared to work full-time with flexibility in hours and scheduling
- Work experience which demonstrates assertiveness, initiative, organization, and confrontation skills
- Work experience within the Department of Residence Life and/or with summer conferences is preferred
- Proficient in Microsoft office
- Possession of a valid driver's license
- Positive attitude and enthusiasm for working with conference groups and the Department of Residence Life
- Ability to assist diverse groups of individuals
- Ability to work independently, as well as in a group setting

### Preferred Qualifications:

#### *Administrative Skills*

- Ability to complete paperwork in a thorough, neat, and timely manner; proof documents for errors; quickly understand and carry out new procedures; take initiative on projects and other tasks with little direction

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### *Decision Making Skills*

- Ability to effectively make decisions independently and communicate decisions to proper individuals; solve problems with little information

### *Customer Service Skills*

- Ability to anticipate and listen to the needs of summer guests and residents; effectively communicate directions and procedures; connect quickly and develop rapport with a variety of individuals; act as a public-relations liaison

### *Flexibility*

- Ability to manage stressful situations with a positive attitude; respond quickly to change with minimal stress; contribute to a newly formed team

### **Time Commitment:**

- Dates of employment: May 14, 2018 – August 17, 2018.
  - CAAs who have also been hired as NDSU RAs for the fall semester, may end their contract early to allow for RA training.
- CAAs will move into the Mathew Living Learning Center on May 14, 2018.
- No outside employment is permitted.
- Conference Administrative Assistants may only take classes online.
- Vacation days and time off will be permitted, subject to availability based on conference scheduling and special projects. These below dates are mandatory for the CAA position. Other dates could be added at a later time.
  - March 28 5-7pm (Social)
  - April 25 5-7pm (HD Social)
  - May 14-18 (Training)
  - May 24-25 (Training)
  - June 3-8 (FFA)
  - June 11-18 (Football Camps)
  - June 20-June 25 (Football Camps)
  - July 13-23 (USAW)
  - July 31 (End of Year Event)
  - August 6-7 (Hall Closing)
  - August 15-16 (Early Arrival)

### **Compensation:**

- \$11.50/hour; 40hours/week; 7:30am – 4pm, with occasional night or weekend hours
- Free room and meal compensation
  - Single room in the MLLC provided at no cost; Meal compensation is included in addition to base pay

### **Application Process:**

*Applications Available:* January 8, 2018

*Application Deadline:* February 1, 2018

*Interviews:* February 6 & 7, 2018

*Team Announced:* February 9, 2018

**Applications are online at [www.ndsu.edu/reslife/student\\_staff](http://www.ndsu.edu/reslife/student_staff) and must be submitted by February 1, 2018. To complete the application, a resume and cover letter addressing the qualifications and required skills listed above must also be uploaded when applying.**

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