



CONFERENCE ADMINISTRATIVE ASSISTANT 2017

POSITION INFORMATION

The Department of Residence Life provides summer conference housing in support of the University's mission of teaching, research, and public service. Conference Administrative Assistants work as a collaborative team to assist the various conference participants, sponsors, and Residence Life staff members throughout the summer. During a 13-week period from mid-May through mid-August, over 7000 participants attend athletic camps, academic programs and workshops on the NDSU campus. Over 50 groups are housed including the North Dakota FFA Convention and USA Wrestling National Championships.

DUTIES AND RESPONSIBILITIES:

- Actively participate in staff training.
- Reside on campus in the assigned hall with the understanding of possible relocation as needed.
- Perform administrative duties with regards to conferences. This includes the following: coordination of linen services, scheduling of COAR team work schedules, operating the hall desk, performing check-in/check-out duties, offering customer service to conference guests, disseminating information, ensuring hall security, assisting with the USAW registration process and other duties as assigned including work in the Residence Life central office.
- Assist all participants and sponsors in interpreting and ensuring compliance with all rules.
- Maintain the desk/office areas in a professional manner.
- Act as a public relations liaison - providing camps with local information, while facilitating interaction among camp participants, sponsors, and staff.
- Maintain punctuality and desire to serve customers and staff.
- Serve as on-call staff for emergencies and conference concerns.
- No outside employment is permitted.

MINIMUM QUALIFICATIONS:

- Current student of NDSU (graduate or undergraduate) or having graduated in May 2017.
- Prepared to work full-time with great flexibility in hours and scheduling.
- Work experience which demonstrates assertiveness, initiative, organization, and confrontation skills.
- Proficient in Microsoft Office.
- Possession of a valid driver's license.
- Positive attitude and enthusiasm for working with conference groups, COAR Team, and the Department of Residence Life.
- Work experience within the Department of Residence Life and/or with summer conferences is preferred.
- Conference Administrative Assistants may only take classes online.
- Ability to assist diverse groups of individuals.
- Ability to work independently.

PREFERRED QUALIFICATIONS:

Administrative Skills

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

Decision Making Skills

- Ability to effectively make decisions independently and communicate decisions to proper individuals
- Ability to solve problems with little information
- Ability to proof documents for errors

Customer Service Skills

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

Flexibility

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

REMUNERATION:

- Conference Administrative Assistants are paid an hourly wage of \$10/hour. Vacation days and time off will be permitted, subject to availability based on conference scheduling and special projects.
- A single room in an air-conditioned residence hall is provided by the Department of Residence Life.
- Meal plan/stipend is included in addition to base pay.
- Dates of employment are May 15-August 11. March-May there is the opportunity to work 2-5 hours a week. Additional employment options may be available from August 12th until the residence halls reopen on Saturday, August 19th.

TIMELINE:

November 14: *Applications available on the Residence Life website (ndsu.edu/reslife)*
December 2: *Deadline to completed application, references and sign up for an interview*
December 7-9: *CAA interviews*
December 16: *Candidates notified of selection results*

Candidates must be available for these dates:

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| • March TBA(Social) | • June 22-June 30 (Orientation and Football Camps) |
| • April TBA (HD Social) | • July 4-7 (Northern Ambassadors) |
| • May 15-19 (Training) | • July 10-24 (Orientation and USAW) |
| • May 22-26 (Training) | • July 31-August 1 (Orientation) |
| • June 2-9 (FFA and Gov. School) | • August 7-11 (Hall closing) |
| • June 15-19 (Orientation and Football Camps) | |

Please contact Kristie Jacobsen Jerde with any questions about this position at (701) 231-6306 or kristie.jerde@ndsu.edu