

# SUMMER 2011 POSITIONS

Applications may be picked up at the Office of Summer Programs located in the Philip Spencer House –ground floor.

## **I. NATURE OF EMPLOYMENT:**

**Hamilton College** has a conference program that is designed to provide facilities and services to groups in need of housing, food, and meeting and/or athletic space. Conference needs result in employment for students that requires and teaches skills in a variety of areas. Positions run from May 18 through approximately August 16, 2011.

## **II. GENERAL DUTIES AND RESPONSIBILITIES OF STUDENT CONFERENCE SERVICES STAFF:**

A. Student staff members will work in rotating shifts and will be based in the Philip Spencer House.

B. Be responsible for:

### **1. Customer Service/Conference Services Support**

- a. Preparing welcome, early arrival, and latecomer information packets
- b. Preparing information for campus signs
- c. Assigning residence hall rooms Or creating lists of pre-assigned registrants
- d. Occasionally driving the college vans (jitney qualification & valid Driver's License is required for this purpose)
- e. Submitting special events to the Web Calendar
- f. Maintaining accurate key, equipment and supply inventories
- g. Implementing hospitality plans
- h. Being resourceful and creative in problem-solving
- i. Chapel support for weddings and Receptions on campus

### **2. Meetings**

Attending scheduled orientation, staff, and training sessions

### **3. Clerical Duties**

- a. Answering phones/using voice mail
- b. Preparing correspondence and forms; recordkeeping (typing, word processing and spreadsheet applications)
- c. Creating comprehensive set-up sheets invoices for support services
- d. Photocopying for office and occasionally for conference participants

### **4. Work Assigned by the Director, Conference Coordinator or Administrative Assistant Lead(s)**

Special projects may be assigned as needed; work will be within the parameters described above. When applicable, projects within the student's scope of interest will be assigned.

### **5. On-site Coordination**

- a. Coordinating logistics and updates with departments on campus: Dining Services, Facilities Services, Security, Athletics, etc.
- b. Ensuring that everything for events is arranged and set up on time and in the proper location.

- c. Greeting and assisting conference groups, summer camp and wedding guests
- d. Registering conference groups and participants; checking participants in and out
- e. Inspecting residence halls (individual rooms and public areas) before and after programs
- f. Monitoring conference/camp participants' conduct for adherence to campus policies
- g. Monitoring campus buildings during programs; arranging for Security to open and close buildings, as well as personally monitoring special events

### **III. QUALIFICATIONS:**

Applicants must be:

- A. Detail-oriented
- B. Able to work both independently and as part of a team
- C. Able to handle both compliments and complaints gracefully
- D. Assertive as well as tactful
- E. Able to work under pressure
- F. Able to live on campus or be within five minutes of campus during on call duty
- G. Available to work during day, evening and/or weekend shifts
- H. Familiar with the campus and its facilities

### **IV. TERMS AND CONDITIONS OF EMPLOYMENT:**

- A. Length:  
Employment will be offered from approximately May 18 - August 15
- B. Rate of Pay:  
Range is \$7.75-\$8.50 per hour; commensurate on experience, in addition, housing and some meals will be provided.
- C. Work Schedule:  
An average work week will be approximately 40 hours and will be spread over all seven days as necessary to accomplish the necessary tasks. Every effort will be made to schedule two full days off each week. Overtime hours will not be encouraged.
- D. Availability:  
All employees are expected to adjust personal schedules if program demands should change; however, every effort will be made to create an advance schedule.
- E. Appearance:  
Formal dress is not required. When on duty, Conference Staff will present a neat and clean appearance. Staff shirts will be provided for use on certain registration days and weddings. Black or khaki slacks, shorts, skirts should be worn on registration days.
- F. Rules and Regulations:  
All Student Staff will comply with Hamilton College Code of Conduct, and will instruct and help conference participants to do likewise.

## CONFERENCE SERVICES FAQ

The most frequently asked questions, and the answers to these, are:

- 1) **What duties will I need to perform with a conference?** A common misconception is that we have to perform planning duties such as coming up with activities for the participants, decide what they'll have to eat at their meals or book speakers for their program. The conference does all that themselves we merely provide the location for their program to be held. We take care of last-minute changes—for example, they might need a bigger site for a particular function, or might need an additional overhead projector for one of their sessions. We're here to make sure that their experience at Hamilton College is positive.
- 2) **What do I have to do to get the free housing?** You just have to work as a Conference Assistant. We provide it because there is an on call duty required of each staff member about once a week.
- 3) **What's involved in the "overnight duty"?** Each program that comes here is assigned someone who is the primary contact for the conference. Most likely, you'll find yourself with on call night duty when you are designated SA on call. What this means is that after 5:00 PM on that day, you need to be within five minutes' reach of the College in case of emergencies. In an emergency, Security will take the lead role, but it is helpful to them to have someone from Conference Services nearby to give them conference/camp details. Also, the on call person might get called to check in late-registering participants for the more complicated conferences or other if there are other problems that Security can't take care of. You'll likely have on-call duty at least once per week.
- 4) **Will I have any time off?** The answer is yes, but during some peak periods we'll all be working a lot. The Director will try to create a schedule that ensures that you have two days off per week, but the days are generally not consecutive. The schedule will be out a week at a time, so you have some time to do some switching with other staff members as well. We can usually honor requests for vacations or days off with enough notice.
- 5) **What's the pay? What are the hours like?** It's \$7.75-\$8.50 per hour commensurate on experience. The work week goes from Monday to Sunday. Generally, shifts can *begin* any time between 8:00 AM and 10:00 AM and go eight hours, with an hour off for lunch. During special times, shifts might begin as early as 7:00 AM or go as late as 11:00 PM, but these are rare circumstances. Again, you'll know that in advance, so you can make any necessary plans. Although we do not encourage it, overtime is sometimes necessary. For that you are paid at time and a half.
- 6) **What's this about a uniform?** During times when you will be dealing with clients, we ask that you wear a staff shirt (we provide them to you) and black or tan pants or shorts. At all times you need to look professional, so that clients and Hamilton College personnel take you seriously.



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## Summer Programs Assistant

### Application

Name: \_\_\_\_\_ Class Year: \_\_\_\_\_

Home Address: \_\_\_\_\_

\_\_\_\_\_

Campus Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Email : \_\_\_\_\_

Prior Supervisory Experience: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are you currently qualified in CPR or First Aid: \_\_\_\_\_

Do you have a valid drivers license yes \_\_\_ no \_\_\_ DL NO. \_\_\_\_\_

Please List two Hamilton references from the Faculty, Administration, or Staff:

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Given the job description for those positions, how do you feel you are qualified for these responsibilities?

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Return Application to: Dannelle K. Parker  
Summer Programs  
Bristol Center. - Extension 4372