
Summer Assistant (SA) for Campus Living and Residential Education Position Description - Summer 2023

As a member of the GW Summer Housing staff, Summer Assistants (SA) are responsible for supporting Campus Living & Residential Education (CLRE) with all aspects of GW's summer housing program. Daily Operational tasks of a Summer Assistant (SA) for CLRE include but are not limited to: assisting with group and intern check in and check out, summer housing reservation management, distribution of Summer access cards, providing quality customer service, guest concierge functions, and other administrative support to our Summer guests. CLRE Summer Assistants (SAs) will serve on both the Foggy Bottom and Mount Vernon Campuses.

Summer Assistants (SAs) on both campuses will further assist with room inspections to ensure room readiness prior to guest arrivals and before the Summer 2023 and Fall 2023 academic semesters begin. Summer Assistants (SAs) should be familiar with and must adhere to all University rules, regulations, and policies, and work collaboratively with others within the CLRE team and other campus partners.

ROLE RESPONSIBILITIES

- Serve as a representative of CLRE and the University by providing exemplary customer service and administrative support to all summer guests, families, and prospective students.
- Assist in the daily operation of the Summer CLRE office including managing CLRE and Summer Housing email inboxes and answering incoming phone calls.
- Serve under the supervision of CLRE Professional Staff and Housing Associates.
- Work scheduled shifts each week; scheduled days will be consistent from week to week and between 30-36 hours of work.
- Escalate emergency response to the appropriate CLRE Professional staff and/or the Administrator On Call Response Team.
- Assess the room readiness condition of all living space and proper functioning of all items contained within a living unit, track and report all identified issues through appropriate measures.
- Perform other duties as assigned by CLRE Professional Staff.

REQUIRED QUALIFICATIONS

- Be registered as a full-time undergraduate student in a George Washington University degree-granting program or participating in a GW approved abroad program at time of application.
- Be enrolled as a full-time student or participating in a GW approved abroad program for Fall 2023, meaning that Spring 2023 graduates who do not intend to attend GW for Fall 2023 are ineligible for selection.
- Staff should anticipate being available for the following dates: April 22-23, May 17-20, May 28, June 3, June 4, June 11, July 22, July 29, August 5, August 16 - 23

PREFERRED QUALIFICATIONS

- Strong administrative, customer service and team building skills.
- Have experience or transferable skills in a customer service setting or campus leadership/related employment experience.

- Demonstrate collaboration and a capability for service of diverse populations with special needs.

BENEFITS AND COMPENSATION

- Summer Assistants (SAs) for CLRE will earn an hourly wage of \$16.10 during the summer and paid on a bi-weekly basis.
- Housing in Thurston Hall is provided at no cost during the Summer service season. **University Housing in a residence hall room on the Foggy Bottom or Mount Vernon campus is both a condition and benefit of the Summer Assistant position. Due to the nature of the SA position, the housing benefit is not taxed.*
- Summer Assistants not assigned to campus housing for Fall 2023 must secure alternate housing past August 12, 2023 and will be required to move by this date.
- Summer Assistants will also be permitted to elect an optional one week of unpaid, approved leave (Sunday through Saturday) during the Summer period. Summer Assistants will be able to submit requests for their unpaid week off while completing Summer Assistant hiring paperwork. Requests will be considered in combination with all staff requests and program needs. The following weeks may be requested for unpaid leave; weeks other than those listed are not often approved, but will be considered on a case-by-case basis:
 - o June 12 - June 18, June 19 - July 25, June 26 - July 1, July 3 - July 9, and July 10 - 16.
- Any requests for time away for more than 72 consecutive hours must be submitted to and approved by the supervising CLRE professional staff member or designee. SAs are responsible for finding coverage for service shifts missed during any approved leave and for making arrangements to make up shifts equitably amongst the SA staff.
- In the event that a Summer Assistant is removed from their service role, housing compensation for the Summer and/or during the transition period between Summer and Fall 2023 will also be canceled within 24 hours of removal. It will be determined at time of removal whether the option to remain in on-campus housing will be available at the individual's own expense.

GW is an AA/EEO Employer