As a member of the GW Summer Housing staff, Summer Assistants (SA) are responsible for assisting 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: group and individual check-ins/outs, 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. 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**

- Serves as a representative of CLRE and the University by providing exemplary customer service and administrative support to all Summer guests.
- Assists in the daily operation of the Summer CLRE office and Neighborhood Hubs.
- Serves under the supervision of CLRE Professional Staff team.
- Works scheduled shift hours with specific shifts each week; scheduled days will be consistent from week to week. Summers Assistants (SAs) for CLRE are assigned approximately nine shifts per week (totaling 36 hours) with shifts varying from four to six hours, which will include weekends and/or holidays. Additional hours outside of a defined shift may also be available and required based on program needs, scheduled during busy times (e.g., New Student Orientation, large Summer openings and closings, transition periods).
- Staff should anticipate being available for the following dates: April 23-24, May 22, May 29, June 5, June 12, July 23, July 30, Aug. 6, Aug. 13-14.
- Communicates on a regular basis with CLRE staff by completing daily shift reports; participates in staff and individual meetings with CLRE Professional Staff.
- Understands; supports; interprets; implements; and also abides by and enforces rules, regulations, and policies of CLRE and the University, including policies related to COVID-19.
- Responds to and assists with emergency response as directed by CLRE Professional staff and/or the Administrator On Call Response Team.
- Performs other duties as assigned by CLRE Professional Staff.

**TERMS AND CONDITIONS**

- Summer Assistants (SAs) for CLRE must be in good standing (academic, disciplinary, and financial) with the University throughout the application and selection process as well as throughout the term of their training and service.
- The Summer Assistant (SA) for CLRE position is a live-on position; staff must live in the resident hall to which they have been assigned by CLRE professional staff.
- SAs may hold a separate part-time job and/or attend classes only if it does not interfere with the SA position. Other employment or any other external commitments must be limited to 15 hours/week, unless prior CLRE approval is obtained. SAs must inform CLRE of all outside employment or other external commitments initially through the application process and also prior to the start of the Summer program. SAs must maintain flexibility in their schedule throughout the Summer period.
- Summer Assistants selected to serve must disclose prior to the start of the Summer program their intent to hold a second on-campus position with a different GW office; SAs selected to serve another GW office may not exceed 39 total service hours between all positions in any pay week (Sunday to Saturday) and are responsible to adjust their schedule with that other GW office to meet this expectation.

**ROLE SPECIFIC DETAILS**

- Summer Assistants (SAs) for CLRE will attend and fully participate in all scheduled sessions of Summer Assistant Training Retreat.
- Summer Assistant Training will occur on April 23-24, 2022.
- Summer Assistants will work pre-determined, regular weekly/weekend shifts; SAs may not take on any outside obligation that conflicts with their assigned shift hours: 6am-10pm (weekdays) and 9am-10pm (weekends).
- Summer Assistants (SAs) for CLRE will facilitate check-in/out for all groups and guests. Maintains current knowledge of available accommodations, space & meal reservations, and utilizes appropriate processes and technology to serve customers in an effective manner.
- Summer Assistants (SAs) for CLRE will serve in a concierge function, providing information and referrals to other University offices and to the community.
- All Summer Assistants (SAs) for CLRE will thoroughly 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.

CRITERIA FOR SELECTION
- Candidate must 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.
- Candidate must be enrolled as a full-time student or participating in a GW approved abroad program for Fall 2022, meaning that Spring 2022 graduates who do not intend to attend GW for Fall 2022 are ineligible for selection.
- Candidate must demonstrate strong administrative, customer service and team building skills.
- Candidate must have experience or transferable skills in a customer service setting or campus leadership/related employment experience.
- Candidate must demonstrate collaboration and a capability for service of diverse populations with special needs.
- Overall presentation of the Summer Assistant (SA) application, submitted resume, essay statements, and adherence to guidelines will be strongly considered.
- Overall Summer availability will be considered for applicants. Selected Summer Assistants (SAs) are knowingly accepting a Summer intensive service role. SAs must serve office hours within a predetermined shift, which includes weekends and/or holidays.
- Candidate is expected to serve through the conclusion of the Summer program which ends August 28, 2022. Commitments, such as being selected as an (Orientation Leader, Transition Assistant) will be considered and do not absolutely exclude a candidate from consideration. Full disclosure of all known, anticipated, or possible commitments is required at time of application and prior to the start of the Summer season.
- Grade point averages will be considered for applicants. Candidate must be in good academic standing throughout the application and selection process as well as throughout the term of their training and service. Those candidates who would be planning to take Summer classes should consider the demanding Summer Assistant commitment and how it could affect time spent on academics. SAs cannot register for classes that overlap with their assigned shift and scheduled office hours. Academic status will be verified prior to position offers being sent, re-checked at the start and end of Spring training, and again prior to the start of the Summer season and discussed with a candidate if needed.
- Disciplinary records of candidates will be considered during the application process and when necessary, will be discussed with candidates. In addition, candidates who violate University policy at any point after the time of application and throughout the service period may be withdrawn from consideration or removed from the position.
- Overall presentation of submitted application materials: current resume, essay statements, and adherence to application guidelines will be considered.
- This position is subject to a background check that includes: Criminal History Screening, Education/Degree/Certifications Verification, Social Security Number Trace, Sex Offender Registry Search, and Prior Employment Verification.

BENEFITS AND COMPENSATION
- Summer Assistants (SAs) for CLRE will earn an hourly wage of $15.20 during the training and first half of the summer Summer period (May 9–June 30) and $16.10 during the second half of the summer (July 1-August 28), paid on a bi-weekly basis.
- Housing in an on-campus residence hall is provided at no cost during the Summer service season. The calculated value of this housing is up to $4,620.00. 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 2022 must secure alternate housing past August 12, 2022.
- 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:
  - June 19-25, June 26-July 2, July 3-9, 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 2022 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