
Summer Assistant (SA) for Campus Living and Residential Education Position Description - Summer 2024

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 solely on the Foggy Bottom Campus.

Summer Assistants (SAs) on the Foggy Bottom campus will further assist with room inspections to ensure room readiness prior to guest arrivals and before the Summer 2024 and Fall 2024 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 likely 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 spaces and proper functioning of all items contained within a living unit, and track and report all identified issues through appropriate measures using Airtable software.
- 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 the time of application.
- Be enrolled as a full-time student or participating in a GW-approved abroad program for Fall 2024, meaning that Spring 2024 graduates who do not intend to attend GW for Fall 2024 are ineligible for selection.
- Staff should anticipate being available for the following dates: First day of work that includes shadowing the Front Desk on April 22nd, May 2nd-3rd; May 16th-June 4th for transitions and check-in days including weekend availability July 28th -30th & August 2nd and 3rd for check out.
- Upperclass early arrival for Fall Check-in, August 10th-13th
- SA's last working day will be August 25th 2024.

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.
- Strong interpersonal, communication, and technical skills.

BENEFITS AND COMPENSATION

- Summer Assistants (SAs) for CLRE will earn an hourly wage of \$17.20 during the summer and paid on a bi-weekly basis.
- According to the DC Department of Employment Services, the DC's minimum wage will increase to \$ 17.50 effective July 1, 2024.

- 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 2024 must secure alternate housing past August 7, 2024, 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:
 - June 9th - June 15th, June 16th - June 22nd, June 23rd - June 29th, June 30th - July 6th, and July 7th- July 13th. Please note that only two SAs and one LSA can have the same week off.
- 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 via email correspondence. 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 SAs staff. Placing a shift on the trade board does not guarantee that your shift will be covered.
- All availability must be submitted in when to work scheduling software, as well as time off requests.
- SAs and SAAs may not incur more than 3 unexcused absences
- If a Summer Assistant is removed from their service role, housing compensation for the Summer and/or during the transition period between Summer and Fall 2024 will also be canceled within 24 hours of removal. It will be determined at the 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