

Position Title: Summer Conference Assistant (SCA)
Supervisor Names: Nathan Sherman / Franco Pons
Supervisor Titles: Housing Coordinator / Office Coordinator
Department: Student Development / Capstone Management
Location of Position: On-Campus
Contact: Housing@MassArt.edu / CapstoneManagement@MassArt.edu

Number of Openings: TBD. Positions will be offered based on summer operational needs.

Hours per Week: 20 hrs/wk + overnight and weekend duty (TBA)

Compensation: The SCA will be hired as summer staff member by Capstone and will be compensated with a single room in an apartment/suite shared with other SCAs (valued at approximately \$3,475) and an hourly rate, hourly rate is TBD. Basic cable and Ethernet are also included. On-campus housing is the compensation provided for shared on-call support.

Leadership experience complements the academic curriculum at MassArt and empowers students to become more confident, engaged artists, designers and citizens. Students have the opportunity to apply for various paid positions to be held during their sophomore through senior years.

Student Leadership at MassArt is rooted in MassArt's Mission and Values and is essential to transforming MassArt's culture and community. All student leaders will be expected to uphold MassArt's missions and values as we work together to make MassArt a more equitable place to work, learn, live and make.

Position Description:

The SCA position is a joint position shared with Student Development and Capstone Management. The SCA position is an integral part of the staffing and services provided to the summer operations by Student Development/Residence Life and Capstone Management. The time each SCA will spend in each office will depend on the needs of each office based on the summer operation. The contract will begin in late May and end in mid-August 2021. Firm dates will be provided with a position offer.

COVID-19 Disclaimer:

While it is our full hope and intention to offer a full summer conference operation, the needs of our summer operation depend on several factors including the volume of guests and operation needs of each office. Due to COVID-19 and the uncertainty many of our groups and the office have, our needs may fluctuate. We encourage applicants to explore multiple opportunities and are in no way guaranteeing summer housing or employment until an offer has been made. There may be situations in which duties, requirements, or pay change based on need through the application/interview/selection process. When we extend an offer of employment, we will be sure to include a more accurate view of our pay, responsibilities, and structure.

Qualifications:

- Good academic and disciplinary standing throughout employment term
- Experience or interest in customer service, operations, and/or graphic design

Requirements/Position Parameters:

- Obtain approval from your supervisors before making personal, extracurricular, employment or academic commitments of over 10 hours per week
- Permission must be granted by immediate supervisors for weekend leaves and/or extended vacations
- Remain in the hall through, and possibly after, the official summer closing dates to complete administrative tasks
- Maintain high personal and ethical standards. Behave with the professionalism appropriate to the position. Subject to termination if staff member violates any Residence Hall or College policy

Capstone Management Responsibilities:

Customer Service

- Provide stellar customer service to all guests, students, faculty, and staff members.
- SCAs may expect to respond to noise complaints, facilities issues, or any number of other guest concerns and will work with professional staff members for consultation and in emergency situations

Operations

- Process all summer mail including sorting packages & letters by hand, updating mail systems, and assist in the distribution of mail to summer guests
- Perform administrative tasks such as filing, copying, shredding, and data entry
- Assist with the check-in/out process for summer residents/guests including preparing keys/welcome letters
- Post notices and information promptly

Facility Management

- Assist in the turnover of rooms for summer residents/guests including linen placement/removal and light cleaning
- Complete Room Inspection and Room Inventory forms as required
- Serve as a liaison between guests and the custodial and maintenance staff about completing custodial and maintenance requests

On-Call Responsibilities

- Take part in an "on-call" duty system (5:00p.m. - 9:00a.m. on weekdays and all day on Saturdays, Sundays and weekday holidays) on a rotating basis
- The staff member on duty must remain within 15 minutes of campus at all times, must respond to all calls, must sleep on campus and must conduct daily and/or nightly rounds in all buildings
- Report all unusual events to Capstone Management or the appropriate on-call staff member
- Submit nightly reports when on call

Team Responsibilities

- Complete a mandatory Capstone training
- Attend a weekly staff meeting (schedule determined at the beginning of the summer)

Student Development / Housing Responsibilities:

- Graphic design and Social Media experience preferred
- Provide office coverage for the Student Development suite (hours and schedule TBD)
- Manage and update inventory database for commuter programs and The Shelf
- Provide administrative assistance for departments within the Student Development Division on an ad hoc basis
- Remain in the hall through, and possibly after, the official summer closing dates to complete administrative tasks
- Perform administrative tasks such as filing, copying and data entry
- Complete a mandatory Student Development training