

### **POSITION OVERVIEW**

A Summer Assistant (SA) is a student employed by the Department of Residential Life that lives on campus and works 40 hours per week as part of the summer staff. SAs are the front-line customer service staff for the Department of Residential Life's summer operation (consisting of Conference, Family, and Extended Summer School Housing). An SA assists in the administration, customer service, and programmatic elements for the respective populations within LSU's residence halls and apartments.

### **QUALIFICATIONS**

- Be in good academic, financial and conduct standing with the University.
- Have a minimum cumulative GPA of 2.5 and a minimum previous semester GPA of 2.5 (if the cumulative or semester GPA is below minimum requirements, the applicant is ineligible for selection).
- Current and/or previous RA experience in the Department of Residential Life.
- Enrollment for the Fall 2022 semester as a full-time student (applicant must also have been registered full time for spring 2022).
- No enrollment in any summer courses (including online courses, independent study, correspondence courses, and cross registration).

### **CONDITIONS OF EMPLOYMENT**

- The term of appointment is for the summer only. Employment is scheduled for Monday, May 16, 2022, through Saturday, July 31, 2022. Limited employment may be available before Monday, May 16, 2022, and after August 1, 2022. Summer staff may tentatively move in beginning Monday, May 16, 2022.
- SAs must be committed to Residential Life and Education for the entire contracted period.
- SAs are expected to work through University holidays such as Memorial Day, the Fourth of July, etc.
- SAs who leave their position before their contract has ended will be charged back for private room compensation.
- Complete a 40-hour work week, depending on scheduling. Work schedules vary from week to week to include morning, afternoon, evening, overnight and weekend shifts. Schedules will be determined by the Residence Coordinator(s) responsible for summer term housing.
- SAs may not enroll in summer classes because of the 40-hour work week required in the role.
- SAs shall complete all training programs and weekly meetings required by the Department of Residential Life.

### **COMPENSATION**

- Compensation for the SA position is a stipend of \$4,000 plus a private room or apartment, when available. SAs do not accrue leave; time off will be unpaid.

### **CUSTOMER SERVICE RESPONSIBILITIES**

- Be knowledgeable of and able to effectively use customer service strategies.
- Utilize customer service strategies to enhance guest satisfaction.
- Be familiar with campus and community resources and services.
- Present a positive image of LSU through appearance, pleasant demeanor, helpful disposition, and responsive attitude.
- Utilize resources to effectively manage customer service situations.

### **ADMINISTRATIVE RESPONSIBILITIES**

- Attend and participate in all required staff meetings and training sessions.
- Serve in an on-call rotation within designated area.
- Be knowledgeable of summer operating procedures and philosophies
- Be knowledgeable of emergency procedures, confrontation methods, and crisis intervention techniques.
- Be prompt and prepared for every work shift, meeting, and training session.
- Prepare all materials (keys, desk materials, etc.) for all students, guests, and affiliate populations.
- Facilitate all check ins and check outs as assigned.
- Maintain accurate records of all activities and transactions which occur during scheduled desk and on-call shifts.
- Perform room inspections upon departure of guests and communicate damages appropriately.

## **POLICY ENFORCEMENT, REPORTING OF VIOLATIONS AND ROLE MODELING RESPONSIBILITIES**

- Know, abide by, and serve as a role model for all University and residence hall policies in word and in action.
- Advise students of and encourage adherence to residence hall rules and regulations as outlined in the *Living on Campus Handbook* and Code of Student Conduct.
- Appropriately confront students, guests, and affiliates when necessary to hold them accountable for their behavior.
- Report all violations of University rules, regulations, and policies even if the problem has been resolved.
- Utilize appropriate pathways for confrontation of higher-level violations (i.e. LSU-PD, RC On-Call).
- Immediately communicate and document infractions of University and Residence Hall policy.
- Wear proper attire for check-in, check-out, desk shifts, and on-call shifts.

## **TIME COMMITMENTS AND EXPECTATIONS**

- SAs are required to live in the residence hall or apartment community to which the SA is assigned.
- SAs are required to participate in a weekly staff meeting; determined by the availability of their summer supervisor.
- SAs may be expected to work through University holidays including, but not limited to: Memorial Day, July 4<sup>th</sup> Weekend.
- SAs are expected to remain on campus during certain time periods including, but not limited to:
  - Summer Transition Housing: May 10 – 24, 2022
  - Summer Occupancy Opening: May 21 – 24, 2022; July 1 – 5, 2022
  - Summer Occupancy Closings: May 28 – 31, 2022; June 27 – 30, 2022; July 30 – August 1, 2022
- SAs are expected to sleep in their community. RAs who will be out of their community overnight must notify the appropriate supervisor.
- SAs are required to participate in all departmental training, including team development activities, and any assigned video and online trainings and certifications required by the department or the university.
- SAs will not be allowed to enroll in summer intersession courses that overlap with fall training if they are continuing into the role in Fall 2021.
- SAs are considered essential personnel in the case of a disaster, such as a hurricane, and will be required to remain on campus and perform SA responsibilities and other duties as assigned.
- SAs are required to participate in weekday, weekend, and holiday on-calls as deemed necessary by the appropriate supervisor(s).
  - On-Call shifts require staff to be present and remain in their assigned community.
  - On-Call shifts require availability from 7pm to 7am on weekdays and 7pm to 7pm (24 hours) on weekends, holidays, and days when the university is closed.
  - On-Call shifts include the participation and completion of rounds in conjunction with the departmental On-Call Policy.
  - SAs may be expected to work uncovered desk shifts within their community during the hours of On-Call.
- The SA position is considered the SAs primary responsibility outside of class and academics. Other activities such as clubs and organizations are viewed as secondary to academics and the SA position. These activities should be limited in order to fulfill all SA responsibilities and are subject to approval by the appropriate supervisor(s).
- Involvement in extracurricular activities, such as holding executive board positions, serving in an elected position in a student organization, etc. are subject to approval by the appropriate supervisor(s).

## **FACILITIES AND KEY RESPONSIBILITIES**

- SAs shall attend key policy training and sign the key policy agreement.
- Perform all check-in and check-out tasks, paperwork, key issuance, and key-related procedures in a timely and accurate manner.
- Report all maintenance problems involving University property, deficiencies, or damages to the appropriate professional staff member and via MAXIMO work request database.
- Work with custodial staff to promote a clean and well-maintained area, including trash pickup, mopping, etc. when needed.
- SAs are responsible for all keys in their possession. Upon termination of employment, all keys and other materials distributed to the SA shall be returned to the appropriate professional staff member.
- All keys should only be used for official University purposes that are directly related to the job responsibilities of the SA according to the key policy stated by the Department of Residential Life.
- Master and sub-master keys are to be signed out while in use and immediately returned to the designated staff member after use for official purposes. Staff members are not to carry master or sub-master keys except for when in use.
- Lost keys, including charges for re-coring/keying, shall be the responsibility of the SA that is in possession of the keys.
- The employment of an SA may be terminated at the sole discretion of Residential Life upon loss or misuse of a key.

## **DEPARTMENTAL RESPONSIBILITIES**

- Job assignments and placements may be fluid given the COVID-19 pandemic and our evolving response. Assignments will be revised at the sole discretion of the Department of Residential Life.
- Represent and support the Department of Residential Life in interactions with students, faculty, staff, parents, affiliates, and guests.

- Assist in emergencies such as fire alarm evacuation, floods, hurricanes, power outages, or other crises. In case of a crisis, all staff members are immediately on-call. SAs are considered essential personnel during University crises.
- Participate in teambuilding activities to maintain a team attitude among the summer staff.
- Provide assistance to other employees of the Department of Residential Life, and other University employees and officials performing certain administrative duties as deemed necessary by the Department of Residential Life.

**EMPLOYMENT ACTION, RESIGNATION AND DISMISSAL**

- At the sole discretion of the Department of Residential Life, an SA may be dismissed immediately for various reasons, including but not limited to violations of the Employment Agreement, Code of Student Conduct, the Living on Campus Handbook, the Academic-Year Housing Contract, and federal, state, and local laws.
- The student conduct process is a separate process from the employment process. Employment decisions will be made separate from findings in the student conduct processes.
- Before any disciplinary action is taken, thorough and timely investigations utilizing the outlined departmental progressive discipline process will be conducted by the appropriate professional staff, thus, all disciplinary decisions, up to and including dismissal are final, and no appeals will be granted for such decisions.
- SAs who fail to comply with department and supervisory expectations, trainings, and guidelines as outlined will be subject to the student staff progressive discipline process.
- SAs who resign in the middle of the employment agreement contract dates will not be considered in good standing and will not be eligible for rehire processes. SAs who do not remain on campus will be assessed the Rent Penalty Fee applicable as outlined in the Handbook.
- SAs that resign or are dismissed will be reassigned to an available residence hall room outside of the community in which they served as an SA, if they desire.
- Upon termination of this agreement, all manuals, keys, emergency supplies, identification badges, and other issued materials must be returned to the appropriate supervisor(s). Materials not returned or lost will result in a charge for the cost of a replacement or lock change.

I, \_\_\_\_\_, have thoroughly read the Residential Life Summer Assistant position description and agreement document, and will abide by all of the conditions of employment and perform my job responsibilities to the best of my ability as a Residential Life Summer Assistant for summer 2021. I understand this document serves as a binding agreement between me and the Department of Residential Life.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

I certify that I am at least 18 years of age at the time I have signed this document.

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

LSU ID: \_\_\_\_\_

PAWS ID: \_\_\_\_\_

Birthdate: \_\_\_\_\_