



Conference Assistant Position Description and Agreement 2024

HOUSING AND RESIDENCE LIFE INTRODUCTION

- 1) Mission:** The Department of Housing and Residence Life’s (from this point onward DHRL) mission is to provide residents with safe, inclusive housing communities that foster student success through innovative living and learning opportunities
- 2) Residence Life Vision:** DHRL will be the premier experience for residents to live, learn, and become tomorrow’s global citizens.
- 3) Statement on Diversity and Inclusiveness:** DHRL values the diverse community of the University of Central Florida. We strive to engage students, staff, and campus partners in fostering an experiential learning community that is focused on diversity, inclusion, and social justice education. DHRL will achieve this through supporting a culture that encourages the exploration of social identities, articulates the value of inclusive communities, and practices effective cross-cultural engagement. DHRL will continue to uphold our commitment to cultural competence through our residential priority of global citizenship.
- 4) Student Development and Enrollment Services - Vision:** Student Development and Enrollment Services empowers students to succeed by adding values.”
- 5) UCF Creed:** We advocate DHRL staff uphold the UCF Creed: Integrity, Community, Creativity, Scholarship and Excellence.

HOUSING CONFERENCE SERVICES OUTLINE

DHRL houses many camps, conferences, and interns during the summer season. These camps are related to the University in some way and are coordinated with various on-campus departments. These groups range in size and in nature. It is the Housing Conference Services (HCS) staff’s job to facilitate the ‘check in and out’ process of these groups. It is also the responsibility of the conference staff to offer the campers assistance in a pleasant manner with knowledge of the university so that each participants’ stay is as comfortable as possible, while assuring that our housing facilities are kept in the best of shape. Our goal is to provide the guest with a safe and positive experience while at the University of Central Florida.

CONFERENCE ASSISTANT OVERVIEW

The CA position is a live-in position, whereupon, you are responsible for facilitating a positive community among residents, promoting a safe and comfortable living environment, and serving as a departmental and university representative and role model, all while living in a department assigned unit within a DHRL community. This position description and agreement serves as an overview of the DHRL expectations of your CA position with additional community specific expectations provided by your supervisor.

CONFERENCE ASSISTANT REQUIREMENTS AND QUALIFICATIONS

If there are circumstances which may impact your qualifications, or your ability to perform your duties, it is your responsibility to inform us immediately.

Residency: Your position requires that your assigned unit/placement is considered your primary place of residence. Additionally, you will be required to sign a UCF housing agreement and you are responsible for reading and understanding all terms and conditions of the agreement/lease. This means that outside of days you are off or on leave, you are required to live in your assigned unit. Your assignment/placement is at the sole discretion of the DHRL and may be altered based upon need. In addition, if you resign or are released from the CA position, you will be held to your agreement terms and conditions unless there is no space available. You will not be able to continue to live in your assigned CA apartment unit. Depending on the terms of being released from CA position you may not be approved to remain in our communities.

Background Check and Release of Information Authorization: In order to safeguard the student community, the University will request a report or an investigative consumer report for student employees, which may include, but is not limited to, academic, residential, achievement, previous employment verification and/or job performance, workers compensation, professional licenses, credit reports, driving history, and criminal history records. Your hire status is always conditional upon a successful verification.

Enrollment: You must be a UCF student to apply for the CA position. Summer class registration is not required for summer employment as a CA, but you must still be an active/enrolled student at UCF. Please note that if you are not enrolled during the summer semester your taxes and compensation will be impacted.

- **Medical Withdrawal and Grade Change:** If you seek to request a medical withdrawal, or grade change, you will communicate with your supervisor immediately. A timeline for departmental approval will be worked out with your supervisor (under the guidance of the Associate Director) that requires verification from the department/college/registrar.

Government Approval: Approval to work by the U.S. government throughout the duration of your employment is required by the University. Any international student hired to be a CA should consult with UCF Global to verify employment eligibility and status. Please notify the Coordinator for Conference Service of your international student status so they can provide the required hiring documents.

GPA: This is a student leadership position, and demonstrating academic excellence is expected. You must remain in good academic standing with the university during your employment. Grade checks will be conducted by the Coordinator for Conference Services prior to extending CA job offers and prior to the start of the Summer season. Please note, taking courses during the summer is not required to remain eligible for this position, however, grades earned during the summer are calculated into employment eligibility.

CAs must meet the required 2.5 cumulative GPA and maintain this GPA for the duration of their employment. If the semester or cumulative GPA drops below 2.5, the CA will be placed on employment probation for academics for the next registered semester. Any repeat occurrence of dropping below the 2.5 GPA may result in release from the CA position. If also enrolled at another institution, GPA will need to meet the 2.5 requirement.

Student Conduct and Academic Integrity: All CAs are required to demonstrate the ability to abide by the University regulations, state and federal laws. You must remain in good conduct standing (as determined by the DHRL) from your offer date and throughout employment to remain qualified for the CA position. Any prior violations/conduct cases will be reviewed during the application process and eligibility will be determined by the Coordinator for Conference Services. Violations of any Community Living Guide or Rules of Conduct may result in a rescinded offer or termination of the RA position.

Outside Employment/Additional Commitments: Due to the responsibilities of the CA position, outside employment and/or additional commitments may only be permitted with supervisor approval. All outside employment/additional activities will be limited to no more than 14 hours per week. Outside employment/additional commitments that require approval include but are not limited to academic and non-academic internships, time intensive academic commitments and student leadership commitments. Furthermore, CAs should not hold a major campus position or participate in activities which might constitute a conflict of interest with the Conference Assistant (CA) position. CAs in good standing with the department may seek supervisor approval to exceed the 14 hours.

Academic Commitments: As a student leader, academics should be your top priority. Following academics, the CA position should be your top non-academic priority. Your supervisor will work with you to make reasonable accommodations for your academic commitments. However, you must be prepared that certain responsibilities of the position are non-negotiable. You are required to discuss internship or class commitments that interfere with the responsibilities outlined in this position description with your supervisor.

Performance Evaluations: You will be evaluated midway through a semester, at the end of each semester and on an on-going basis by your supervisor.

Rent: As a CA, your rent payment is covered in-full and is considered part your compensation. In the event you resign or are terminated prior to completion of the agreement, you may be charged rent. For any financial hardship that arises please consult with the accounting staff in advance of the deadlines for rental payments, as able. Failure to pay or communicate appropriately could result in employee discipline.

Status of Employment: This position description/agreement is effective **05/03/2024** and ending **8/08/2024**. Please note the first day you will report to work is **05/06/2024**. You may apply to return to the CA position the following year.

Termination of Employment: Employees in Florida are considered at-will employees. This means the DHRL reserves the right to release an employee for disciplinary reasons, instances of occupancy capacity, staffing needs, etc. DHRL will give advance notice for anything not job action related as it is our intention to keep staff in their positions provided they continue to perform well. All job action items are addressed through the employee discipline process. You may be held accountable for any related costs if you resign or are released from your position.

Time Away: CAs are required to live in their assigned CA unit full time. However, CAs are able to be away up to 18 nights per semester without impacting compensation and job status. A night away constitutes any evening in which a CA is not within the community by 3:00am and/or unable to perform their role as essential personnel. Supervisor approval is required for more than two consecutive nights away. DHRL encourages staff to take time away throughout the semester to maintain a positive work-life balance.

Operation of Department Vehicles: CAs must have a valid US driver's license and current automobile insurance policy in order to operate to departmental vehicles. CAs must complete the UCF Utility Cart Safety course (ERM201) prior to operating the vehicles. Vehicles include: golf carts, vans or automobiles. CAs must submit copies of driver's license and proof of insurance to the Conference Coordinator or Area Coordinator prior to operation of any departmental vehicle.

CONFERENCE ASSISTANT RESPONSIBILITIES

Duty: Duty includes, but is not limited to, office hours, rounds – internal and external, lockouts, work orders, check in/out, room checks, CA assigned tasks, and incident response. CAs are expected to serve on duty throughout the Summer, including University holidays, closures, and academic breaks (i.e., July 4). **CA's must remain in their community at all times while on duty.** Supervisors will work with staff to equitably distribute duty shifts at the beginning of the summer.

Weekend Duty: CAs are required to work a predetermined number of 24-hour weekend duty shifts Friday at 4:45 p.m. to Saturday at 5:00 p.m. and Saturday at 4:45 p.m. to Sunday at 5:00 p.m. Weekend duty nights can be split (Fri or Sat) or combined (Fri & Sat).

Weeknight Duty: CAs are required to work a predetermined number of weeknight duty shifts (Sunday-Thursday), 4:45 pm to 9:00 p.m. in the office and 9:00 p.m. to 8:00 a.m. "on call" (in room/community to respond to incidents as needed).

Office Shifts: CAs are required to work three-six office hours each week during the hours of 8:00 a.m. to 5:00 p.m. These will be assigned at the start of the summer.

Rounds: Building rounds are conducted at 8:00PM on Weeknight Duty and take approximately 1 hour. On Weekend Duty, 2 rounds will be completed. Round 1 occurs between 10:00AM and 2:00PM, and Round 2 occurs at 8:00PM.

University and Holiday Closure Duty: CAs may be required to work during University holidays and closures. CAs will be asked to work during University holidays and closures including but not limited to Memorial Day (05/29/23) and July 4th.

*****The entirety of the duty section is subject to change*****

Miscellaneous Shifts: CAs are required to sign up for Miscellaneous shifts throughout the duration of employment as their class schedule allows. These shifts will include, but are not limited to: Group check-in/check-outs, linen bag assembly/ placement, and Orientation housing tours. The number of shifts required is TBD based on staffing and departmental needs.

Administrative: You are responsible for various administrative tasks throughout the year. Listed below are the administrative responsibilities RAs will be responsible to complete.

- **Email:** You are required to use your provided @ucf.edu email as your primary means of electronic communication for work-related emails. You are required to check your email every business day unless on approved leave.
- **Facilities:** Report maintenance and/or housekeeping issues and assist residents with reporting facilities issues through the work order system.
- **Flyers and Postings:** Post all flyers and other materials provided to you by your supervisor.
- **Mailbox:** Check your mailbox in your community office daily, unless on your day off or on approved leave.
- **Meetings:** All community HCS staff meeting times will be decided prior to the start of each semester. Class schedules are the only valid reason that will be factored into this regularly scheduled meeting time. You are required to attend your weekly staff meeting, unless first given permission to be excused by your supervisory staff. You are also required to attend regularly scheduled individual 1-on-1 meetings (30 min) with supervisory staff.
- **Occupancy Checks/Roster Verifications:** Assist in verification of resident/camper occupancy each semester under supervisor direction.
- **Welcome ready room checks:** Rooms are frequently checked to resupply and prepare for the next guests.
- **Key Inventories:** Pre and post group key inventories are required.
- **Linen placement:** On occasion, linen placement is required.
- **Incident Report Writing:** CAs are expected to submit well written, timely incidents reports as described and instructed by supervisors.
- **Other responsibilities:** As deemed necessary.

Leadership:

- **Leadership:** CAs are expected to be the presence of leadership in the building. The CA is expected to be professional and proactive when dealing with campers as well as other staff members.
- **Team Partnering:** The CA is expected to work with staff members to partner on conference logistics. The team members will actively communicate with others and group cooperation is expected.

Staff Development: On occasion, individual staff, or the DHRL will facilitate staff development opportunities beyond set requirements or expectations. These are optional events and we only ask that you notify your supervisory staff in advance of your attendance for planning purposes.

Training and Development: All training and development events are required. Life changing events or reasonable academic exceptions may be directed to your supervisor and they will be addressed on a case by case basis. CAs can expect to go through training in May, as well as in-services.

Essential Personnel: CA's are not considered essential personnel. However, you may be required to be on duty during University-wide events such as hurricanes or other emergencies when all Housing and Residence Life staff are needed. Additionally, staff may be asked to serve during University closures. These instructions will come from the Director or their designee.

Professionalism and Role Modeling:

- **Alcohol and Other Drugs:** When working, if a conference staff is in possession or under the influence of alcohol, drugs, illegal substances, and/or any prescription medication that was not prescribed to them, they will be immediately released from their position and referred to Student Conduct and Academic Integrity/UCF Police Department.
- **Confidentiality/Privacy:** Conference staff must keep all personal information about residents, campers, and guests private. Conference staff should not share information about residents, campers, guests or incidents with parents, family members, students, or anyone who is not affiliated with the University. If you have questions about particular situations, you should discuss it with your supervisor before disclosing any information. Conference staff are not confidential resources on campus and must report all sexual misconduct and mental health concerns to their supervisor or on-call staff.
- **Attire:** While working, conference staff are required to wear a department-issued polo, appropriate shorts/pants/skirts, name tag, and closed toed shoes. Examples of inappropriate apparel are sweatpants, gym shorts, leggings, and flip-flops. You will be provided 2 UCF Housing polos; it is your responsibility to keep them in good condition. This apparel is to be returned upon departure from the CA position.
- **Electronic Media/Email:** All social media and other electronic means of communication are representations of HCS and the overall department. Conference staff should not share these sites or means of communication with residents if they misrepresent the University or the department. Conference staff will also be responsible for respecting their assigned Outlook account and responding to communications as directed by their supervisor. It is required that conference staff check their work email at least once a day. You are required to use your provided @ucf.edu email as your primary means of electronic communication for work-related emails.
- **Media:** Conference staff are not authorized to represent or disseminate statements, positions or policies of UCF DHRL to any media outlet including campus news. This includes engaging in activity on social media, blogging, or speaking with/responding to inquiries from media outlets. While you are free to express your personal opinion, you must take reasonable steps to ensure that the expression is recognized by potential recipients as your personal opinion and not a representation of UCF DHRL. Reasonable steps include, but are not limited to, a prefatory statement or disclaimer that you are not authorized to represent UCF DHRL and that any statements made are solely your personal opinion and not a representation of UCF DHRL.

CONFERENCE ASSISTANT COMPENSATION
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All responsibilities AND expectations are based on a May to August agreement, and are compensated in the form of complementary housing accommodations and in monetary payment.

CAs are expected to work on average 20 hours per week. During certain times of the season, CAs may work more than 20 hours a week (July). Some weeks of the season, CAs may work fewer than 20 hours a week (May).

Pay

CAs are compensated in the form of a bi-weekly check for 20 hours/week and room accommodation.

IMPORTANT DATES

To do our best efforts to ensure your best success in the role we provide you these important dates to assist you in your planning. All dates below are mandatory workdays. *All dates are subject to change.*

- May 6 – 10 Summer Student Staff Training**
- TBD Student staff move-in day
- May 27 Required Workday/weekend
- July 4 Required Workday/weekend
- TBD Student staff move-out day

****Student Staff training is MANDATORY and will occur Monday-Friday from 8:00AM - 5:00PM.**

Personal Responsibility

By signing below, I agree that:

I have read, fully understand and accept the terms and conditions outlined in this position description and agreement and accept the position for the appointment term(s) associated with the Conference Assistant position. I also understand I am responsible for knowing the UCF Golden Rule, the Department of Housing and Residence Life's Community Living Guide, policies, protocols, and procedures. This position is employment and not a voluntary organization/Registered Student Organization (RSO). My work assigned duties are considered mandatory unless stated otherwise, and my involvement in academics, RSOs and other jobs is not automatically considered a valid exemption to miss employment responsibilities. I am expected to receive approval to miss stated work responsibilities.

I understand that I must be in good standing with the University and comply with all responsibilities of the Golden Rule and I give the Office of Student Conduct permission to release information about violations to the Department of Housing and Residence Life.

I understand that the Department of Housing and Residence Life (DHRL) reserves the right to change and update policies, procedures, protocol, position descriptions, agreements, expectations, and any addenda as needed. You will be notified in a timely manner of such changes.

I understand that Housing Conference Services operates different Summer communities. As an employee of DHRL, I may be asked to serve on duty during University closures, holidays and break periods, whether or not I am officially assigned to such community.

Your signature here confirms that you have thoroughly reviewed this document and agree to abide by all directives and understand all requirements for the Conference Assistant position for the 2024 Summer conference season, which have been outlined in this document.

CA Name (Print): _____

University ID: _____

CA Name (Signature): _____

Date: _____

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