

# **Granville Towers Conference Assistant Application**

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**Personal Information Sheet**

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Please complete the information below and return to Allison Kenney via email ([acmgranville@edrtrust.com](mailto:acmgranville@edrtrust.com)) no later than **Monday, March 12 at 12 PM**. Keep the Conference Assistant job description for your records. **No late applications will be accepted.**

First and Last Name: \_\_\_\_\_ Expected Grad. Date: \_\_\_\_\_

Local Mailing Address: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

PID: \_\_\_\_\_ Email Address: \_\_\_\_\_

Are you legally authorized to work in the United States? Yes  No

Year in School (CHECK ONE):

Freshman  Sophomore  Junior  Senior  Graduate/Professional Program

Where have you lived while at UNC-CH?

FR \_\_\_\_\_

SO \_\_\_\_\_

JR \_\_\_\_\_

SR \_\_\_\_\_

GR \_\_\_\_\_

# Roles and Expectations of Conference Assistants (CAs)

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## *Job Summary*

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The Conference Assistants (CAs) are responsible for preparing their respective rooms and halls prior to camp move-in and maintain proper supervision over their hall. CAs will also assist other CAs in the preparation of rooms and halls. Preparation of rooms may include, but is not limited to the following: moving furniture, moving mattresses, vacuuming, dusting, cleaning bathrooms, making beds, removing trash, distributing linens, dining room set-up/clean-up, preparing food, and any general housekeeping or maintenance which may occur. The CAs will work closely with the Senior Conference Assistants (SCAs) and Conference Management Team concerning the camps/conferences that reside on their halls. Summer School Student Conference Assistants will establish a college atmosphere for their hall(s), which includes various activities. Summer School Student Conference Assistants will also help in the preparation of other rooms and floors.

## *General Roles and Expectations for the Conference Assistants*

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The roles that CAs play in their position fall into very broad categories. The CA is expected to interact with each member of Management, other CAs, the SCAs, as well as all Summer Conferences/Camps. Each CA will be assigned various camps/conferences to help with check-in and check-out. Each CA should familiarize themselves with the dates and location of each camp/conference.

# Duties and Responsibilities of the Summer Conference Assistant

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## *Terms of Employment*

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All Conference Assistant appointments are made for the ENTIRE summer and are contingent upon satisfactory performance and compliance with all policies and procedures. Compensation includes a double room and hourly wage of \$7.50/hour for desk shifts (except those done while on-call). CAs are responsible for their own meals throughout the summer. However, meal plans are available for purchase. CAs requiring parking will be provided a permit to be used *exclusively* by the assigned CA. **Dates of employment are Saturday, May 5, 2012 – Thursday, August 16, 2012.** Failure to work the full duration of the employment dates will result in daily charges assessed to reimburse Granville Towers for the room provided.

## *Staff Meetings*

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All Conference Assistants must attend mandatory weekly staff meetings to discuss scheduling, upcoming duties, policies, and share information and ideas. **This meeting will be every Monday at 5:30 PM.** CA class schedules and outside commitments must take this time into consideration. CAs should plan on at least an hour or more for this meeting. In addition, periodic meetings of the entire CA staff will be conducted with various department heads. Since punctuality affects everyone, it is important that all CAs are on time and prepared for all meetings. CAs are expected to promote staff unity and participate in all functions designed to further unity and teamwork among the staff. Absences must be approved, in advance, by the Conference Management Team for staff meetings.

## ***Availability, Leave Requests and Vacations***

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Conference Assistants are expected to be readily available. All CAs are required to remain on the property each night unless they have completed a “Night(s) Away” request and it has been approved. A “Night Away” request is needed if the Conference Assistant is planning to be away from Granville Towers overnight (i.e. past 2 AM). S/he must fill out the “Night Away” request and obtain approval from an SCA or manager at least 48 hours prior to departure. Due to the nature of the job, Granville Towers’ management reserves the right to deny any night(s) away request. CAs must be on the property by 2:00 AM. CAs should always answer their phones so that they may be reached.

Exceptions to the above routine approval:

- Only one-half of the SCA staff may be gone from the building on any weekend.

We recognize that occasionally, staff members would like to request an extended period of time away from the property to accommodate family vacations, weddings, etc. Because of this, each CA is permitted to take eight (8) nights away throughout the duration of the summer employment term (this includes the aforementioned night away). For this purpose, one night away is defined as the CA being away from the property from 5 PM one evening until 5 PM the following evening. If you choose to take more than one night away, you may be away from the property beginning at 5 PM of the first evening until 5 PM of the last evening request to be off. It is the CA’s responsibility to understand and comply with this policy. If any questions exist, the CA should inquire before requesting the time off.

## ***Time Commitments***

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As a Conference Assistant, any other activity that significantly affects your time away from the property must be approved in advance by the Conference Management Team. This includes outside employment, membership in campus clubs/organizations, involvement in fraternities/sororities, etc. Permission for other time commitments may be revoked at any time if the CA’s job responsibilities are negatively affected. The Conference Management Team must authorize any of these commitments that should require in excess of 15 hours per week of your time.

## ***On-Call Duty***

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The Conference Management Team will distribute On-Call duties among the Conference Assistants. There will be one CA on-call per building each night from 4:30 p.m. to 8:00 a.m. Monday – Friday and 8:00 a.m. to 8:00 a.m. Saturday and Sunday. While On-Call, CAs are required to:

- Remain on the property at all times. The CA On-Call should be in contact with the front desk at all times.
- Be on time for assigned duty shifts.
- Give sales tours when needed to assist the leasing agent and/or marketing interns.
- Perform at least two night rounds (Sunday-Thursday) between 8:00 p.m. and 12:00 a.m. Perform at least three rounds (Friday & Saturday) between 8:00 p.m. and 2:00 a.m. Regardless of the night, each round must occur no less than two hours apart. A “rounds sheet” must be completed and should be turned into the Operations Manager.
- Give other CAs breaks to eat as arranged.
- Respond to any problem(s) that may arise. Examples of these problems include cleaning unsafe/unsanitary messes, correcting floods, backing up fellow staff members in confrontational situations, making beds, vacuuming, dusting, letting locked-out summer school residents into their rooms, responding to emergencies, etc.
- Inspect the file box for missing keys and inform the Conference Management Team of such.
- Be in full control of all senses while on duty.
- Find coverage from other CAs if they must leave the property (**15 minutes maximum**).

It is the responsibility of the CA to remember his/her own On-Call shifts and to make him- or herself available during those times. Since On-Call will require a substantial time commitment, CAs need to adjust their schedules to accommodate that time and make productive use of it. CAs should make arrangements to switch On-call duties with other staff members if their schedules require them to be away

from the building for any extended period of time. During the shift, the CA is to wear a Granville Towers Staff shirt and his/her nametag.

### ***Desk Duty***

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The Conference Management Team will distribute desk duties between the Conference Assistants. CAs in each building are assigned various desk shifts throughout the week. CAs are expected to know and abide by all policies and procedures contained in The Granville Towers Desk Attendant Manual and to maintain order in the lobby areas. Any changes in the assigned CA desk schedule must be approved in advance by a Senior Conference Assistant. Appropriate desk attire per the DA manual is required.

### ***Leasing Agent***

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All Conference Assistants assigned to work East Desk on Saturday and Sunday from 8 a.m. until 5 p.m. will also be responsible for giving sales tours. In this role, CAs are expected to be properly dressed and represent Granville Towers' sales efforts. CAs are responsible for "selling" Granville Towers at all times while employed and may be called upon to give sales tours at other times if necessary. Included in this responsibility will be student and parent tours, and interaction with the Orientation program.

### ***CA Committees***

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CAs are assigned to various CA Committees to serve our summer needs. Blood Borne Pathogen and CTOPS are examples of these committees. CAs are expected to be active members of their committees for the purpose of improving our services.

### ***Your Floor***

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Conference Assistants are expected to take pride in their assigned floors and in the entire Granville Towers property. CAs are required to check all rooms before every camp check-in for any housekeeping or maintenance problems and verify that all keys work in the assigned locks. CAs are responsible for preventing damage to Granville Towers' property and for reporting all damages to the Conference Management Team and Senior Conference Assistant staff after a group has checked out. CAs should keep their floors neat and clean at all times. If trash is in the hall, don't say, "It's housekeeping's responsibility." The CA should take the initiative to resolve this issue. CAs should also help maintain the appearance of their hallways by removing old flyers, signs, staples, etc. from the walls, lounges, and elevator lobbies.

### ***Communication***

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All Conference Assistants are required to communicate daily with the Conference Management Team as well as the Senior Conference Assistants. The Conference Management Team and Senior Conference Assistants encourage all CAs to drop by during office hours. All CAs should inform their Management of all damages and any problems involving campers/construction crews. All administrative tasks that are vital to staff communications (e.g. On-Call reports, Incident Reports, etc.) should be completed on time and reviewed with the Conference Management Team and Senior Conference Assistants.

### ***Mailboxes***

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Since open and frequent communication is necessary for a successful operation, Conference Assistants are expected to check their mailboxes, several times everyday. In addition, CAs should respond to messages promptly and deliver messages as needed.

## ***Conference Assistant Training***

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All Conference Assistants and Senior Conference Assistants must attend **mandatory** orientation and training sessions conducted on the following dates and times: **Saturday, April 14, Sunday, April 15, and Monday, May 7**. Training will run from 9 AM until 6 PM on each of these days. These sessions will cover vital information that is needed for the CA job. **CAs are required to attend all activities and to be on time for all scheduled events. If a candidate cannot attend all of the training, then s/he is ineligible to be hired.**

## ***Miscellaneous Duties***

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The above is a thorough, although incomplete, list of duties and expectations. The Conference Assistants may be called on to perform additional duties as needed. Hurricanes, power outages, floods, or other weather conditions may cause the dining room to be shorthanded. CAs are required to assist during such events/emergencies. As much advance warning as possible for these situations will be given, but CAs should be understanding and flexible during emergency situations.

CAs are also responsible for assisting in cleaning-up biohazard spills, working uncovered desk shifts, cleaning up broken glass, moving mattresses, and other manual labor as necessary.

## ***Supervision***

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Conference Assistants are under the direct supervision of the Senior Conference Assistants, Operations Manager, Assistant General Manager, and General Manager. Performance will be evaluated during the term of employment. CAs are expected to comply with all reasonable requests from the General Manager, Assistant General Manager, Operations Manager, Senior Conference Assistants, and other department heads of Granville Towers.

### **Hiring Timeline:**

- **Once application has been received, GT management will review and contact you for an interview.**
- **After all interviews are completed, management will determine which applicants will be hired.**
- **Those who advance to this level will complete additional hiring paperwork, including a background check and drug screen.**
- **Conference Assistants will participate in training on Saturday, April 14, Sunday, April 15, and Monday, May 7 (pending outcome of background check and drug screen).**