

2021 Conference Team Members

Residence Life Conference Team Members (CTMs) will serve as the main customer service representatives for guests staying in NDSU residence halls during various summer conferences, events, and camps. Additionally, CTM's are responsible for preparing hall spaces for those guests and other tasks needed to prepare and support summer guests.

CTMs can expect to gain valuable experience in the fields of conferences and events, hospitality and tourism, and customer service. CTMs will also develop skills in leadership, teamwork, organization, time management, and communication.

Conference Team Members will:

- Provide customer service for guests staying in the residence halls
 - Staff front desk
 - Complete hall rounds
 - Share a rotating schedule of on-call coverage when groups are on campus
- Perform administrative duties
 - Prepare residence hall spaces for guests
 - Room setup and teardown (linen placement and removal)
 - Inventories and assessments
 - Organize keys, signage and other materials
 - Check guests in/out of residence halls
 - Complete paperwork
 - Attend weekly meetings
- Perform other duties as assigned, which may include projects with other on-campus departments and responsibilities that involve physical demands (moving mattresses, lofting beds, etc).

Due to the nature of the position, CTM's will be required to live within a residence hall during the time of employment.

Required Qualifications:

- Excellent communication skills
- Organizational skills and attention to detail
- Effective time management
- Ability to work both independently as well as in a team
- NDSU student (undergraduate or graduate) with a minimum cumulative GPA of 2.5

Time Commitment:

CTMs will move into their assigned hall as early as May 17, 2021; the position begins May 24, 2021 and ends on August 14, 2021. CTMs who are hired as NDSU RAs for the fall semester may end their contract early to allow for RA training.

Due to the nature of this position, **hours will vary greatly**. For example, some weeks may have 5-10 hours, other weeks 35-40. Over the course of the summer, your hours will average about 20 hours/week. Outside commitments/employment are allowed, but must be flexible to the summer conference schedule. With that, team members are able to complete online courses throughout the summer. The CTM supervisor must preapprove employment (including on-campus jobs).

Team members are allowed time off during the summer. There are times when all staff must be present and **no time off is allowed**. Staff must be present during these times (additional dates may be added as the summer conference schedule is finalized):

- March 31 5-7 p.m. (Social)
- April 15 5-7 p.m. (HD Social)
- May 24 – May 28 (Training)
- June 7-11 (FFA)
- June 18-20, 24-27 (Football Camps)
- July 16-24 (USAW Wrestling)

Compensation:

- Approximately \$3,000 over the summer (paid as an hourly wage of \$11/hour)
 - Hours per week vary; average 20 hours/week
- FREE room and meal compensation
 - Private room in assigned residence hall

Application Process:

Applications Available – February 8, 2021

Application Deadline – February 26, 2021

Interviews – March 1-10, 2021

Team Announced – March 12, 2021

Applications are online at www.ndsu.edu/reslife/student_staff and must be submitted by February 26, 2021. To complete the application, a resume and cover letter addressing the qualifications and required skills listed above must also be uploaded when applying.

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