



Summer Conference Assistant (SCA)

Job Description Overview

Summer Conferences, through Conference and Event Services, hosts guests on Ohio University's campus throughout the summer. Ohio University Conference and Event Services exists to provide event solutions for all University constituents. Excellence will be achieved through proactive customer solutions, consistent policies, focus on student development and revenue generation within an atmosphere of open communication, accountability, and fiscal responsibility. The Summer Conference Assistant (SCA) plays a vital role in supporting Conference and Event Services and showcasing Ohio University to incoming guests.

For many conference guests, the SCA is the first Ohio University representative they meet on-campus. Impressions about the college experience, and the quality of life at Ohio University, are based to a large extent upon the residence hall experience and staff. The SCA plays a crucial role in setting the tone of how the University and Conference and Event Services is perceived by guests and students. Positive representation and experiences of the University to students, parents, and the general public is a top priority as well as being an organized and goal-oriented individual.

The responsibilities of this position are to support Conference and Event Services in attaining its goals for conference guests. Our primary goal is the development of an environment conducive to the intellectual and personal growth of participants living in the residence halls, while exhibiting a high level of customer service to guests. The following is a summary of a few significant expectations for which SCA's are responsible.

a) Conference Guest Relationships:

In the SCA's multiple roles as peer, facilitator, administrator, mentor, and figure of authority, SCA's model appropriate behavior for the health, safety, welfare and rights of all guests in the residence halls. Including visibility, promoting a comfortable atmosphere, and providing information to best satisfy the guest's needs.

b) Operations and Documentation

The smooth operation of services to guests is dependent on the cooperative efforts of all staff members. Including the documentation of information, completing assigned tasks, being proactive and communicative in any special needs or issues.

c) Personal Development

This position offers many personal development opportunities that should grow an individual's interpersonal, leadership, and managerial skills. SCA's participate in training which provides valuable interactions and information to perform their duties to the expected performance.

The period of employment is for the Summer Session (May – August) with dates announced by Conference and Event Services. SCAs will also have the opportunity to continue employment through the academic year supporting major event weekends and conferences. During the summer, SCA's will be provided with on-campus housing and a meal plan package that is included in their compensation package.

The workload is variable and may be as many as 36 hours a week. *Please note all SCA appointments are subject to conference business and University operations. If conference business does not dictate the need for an SCA, the position may be re-evaluated.*

If you have specific questions regarding job responsibilities, please feel free to email Liam McSteen, Assistant Director of Conference and Event Services at mcsteenl@ohio.edu or at conferences@ohio.edu.