

**THE UNIVERSITY OF MISSISSIPPI**  
*Department of Student Housing and Residence Life*

**CONFERENCE ASSISTANT POSITION DESCRIPTION**

**I. Position**

The Conference Assistant is responsible for providing quality customer service and serves as a recruiter for Ole Miss. The CA serves as an information resource for the campus and department of Student Housing. The CA is there to monitor the activities of guests to ensure their safety and security. The Conference Assistant also assists with emergency situations. The CA is responsible for working the front desk, assisting with check-in and check-out of guests and assisting with the linen operation.

**II. Responsibilities**

**The following indicates primary duties of the Conference Assistant position. These are cited examples only. It is not intended or possible to list all duties.**

1. Conduct his/her behavior and activities in accord with the University of Mississippi policies, rules, and regulations stated online at <http://secure4.olemiss.edu/umpolicyopen/index.jsp>. Abide by all rules, regulations, and policies set forth by Student Housing and Residence Life. These can also be located at the website listed above.
2. Serving as a resource. In many cases, you are the first university person a conference guest will meet. Make sure you give each person accurate information in a professional manner. If you do not know the answer(s) tell the person and find someone who does in a timely manner.
3. Keys. You will be responsible for checking all keys to make sure they work, dispersing keys at check-in, collecting the keys at check-out, and performing key audits. Also you will have possession of master keys at times and if lost you will pay the cost to recore an entire building if the master key is lost.
4. Emergency situations. Your role in emergency situations is to assist as much as possible, make sure guests are safe, and call the appropriate people to inform them of the situation. Proper documentation of all emergency situations is required.
5. Camp/Conference Check-In and Check-Out. As a CA you will be asked to assist with Check-In and Check-Out of guest. When working a camp you are responsible for all paperwork, keys, and any troubleshooting that may occur.
6. Duty. As a CA you will be required throughout the summer to stay in a building with the campers as security and a resource. You will be in the building starting at the camps curfew until 8 am. You will perform rounds in the building at least once a night to ensure safety and security. This will be on a rotating/volunteer basis.
7. Appearance. You are required to wear a conference staff polo shirt and either khaki shorts or pants while working the desk, checking a camp in or out, during your duty rounds, and any other time you have interactions with a camp. Your shirts/shorts need to be clean and be neat in appearance (no holes, overly wrinkled, etc.). You are also required to wear your name badge at all time. There is no exception to this policy.

8. Other assigned duties. There will be times as a CA you will be asked to perform other tasks related to the CA position such as creating bulletin boards, assisting with linen, assisting with model rooms and other building preparations. These tasks are very important and must be completed with a high level of pride. Not completing a task is unacceptable and will be documented accordingly. Failure to complete tasks could result in termination.