

THE UNIVERSITY OF MISSISSIPPI
Department of Student Housing

CONFERENCE HOUSING ASSISTANT POSITION DESCRIPTION

I. Position

The Conference Housing Assistant is responsible for providing quality customer service and serves as a recruiter for Ole Miss. The CHA serves as an information resource for the campus and department of Student Housing. The CHA is there to monitor the activities of guests to ensure their safety and security. The Conference Housing Assistant also assists with emergency situations. The CHA 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 Housing 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. These can also be located at the website listed above.
2. Use of alcohol and other drugs. The CHA position requires that I be a quality role model regarding policy, especially those relating to alcohol and other drugs. This means that regardless of age, you cannot consume alcohol in residential area/buildings. Neither can you consume alcohol with underage guests/students nor provide alcohol to underage guests/students. If employed as a CHA, failure to maintain these standards relating to alcohol and other drugs could result in immediate release from the position.
3. 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.
4. Keys/Key Cards. You will be responsible for checking all keys/key cards to make sure they work, dispersing keys/key cards at check-in, collecting the keys/key cards at check-out, and performing key/key card audits. Also you will have possession of master keys/key cards at times and if lost you will pay the cost to recore an entire building if the master key is lost.
5. 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.
6. Camp/Conference Check-In and Check-Out. As a CHA 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.

7. Duty. As a CHA 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.
8. Appearance. You are required to wear a conference staff 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.
9. Academic records. You must be in "good academic standing" with the University and your student academic GPA will be checked and reviewed during the selection process. Failure to meet academic standards could impact your candidacy for the CHA position. You must have at least 2.50 cumulative GPA to be considered during the selection process.
10. Outside employment. If selected as a CHA, you will have a primary responsibility to the CHA position and your availability is a critical component of being a CHA; therefore, any outside employment during the employment period must be approved.
11. Non-Traditional hours. The CHA position will require some non-traditional hours which could include weekend or evening commitments over the term of my employment period.
12. Other assigned duties. There will be times as a CHA you will be asked to perform other tasks related to the CHA 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.