



UMBC
Summer 2016
Conference Assistant Selection Process
Information Packet

Job Description

CONFERENCE ASSISTANT (CA)

Conference Assistants serve as full time employees for the Residential Life Office who work directly with the summer conference guests. This position primarily works desk shifts in assigned hall(s), check in/out conferences, as well as prepares the residential communities for arrivals and departure of summer conferences. The Conference Assistant position is great for students interested in pursuing other leadership positions in the Residential Life Office. Position is supervised by Community Directors, Conference Grad and Assistant Director of Marketing and Conferences.

GENERAL RESPONSIBILITIES (1) Prepare rooms for conference guests, may include but is not limited to: placement of furniture/linens, reporting any damages, etc. (2) Monitoring cleanliness of and readiness of rooms; communicate problems with Housekeeping and Facilities Management. (3) Keep inventory of guest supplies. (4) Serve on rotating desk coverage for residential halls. (5) Staff conference check-ins and outs for conference guests. (6) Serve on “on-call” rotation. (7) Monitor conference guests, communicate all concerns with conference leads and Community Directors, if needed. (8) provide excellent customer service to conference guest (9) Other duties as required.

Application Requirements

Applicants must have a 2.50 cumulative GPA to apply for the position. Successful candidates must maintain a 2.50 cumulative GPA and a 2.25 spring semester GPA and must maintain a 2.50 cumulative GPA and a 2.25 semester GPA for each semester while in the position.

Applicants must be undergraduate students for the 2015-2016 academic year. Applicants who are enrolled in a combined BS/MS program are eligible to apply if they have not yet received their Bachelor’s degree.

You must be in good judicial standing, which means you cannot be on Disciplinary or Residential Life probation, to start the position. You must remain in good judicial standing to continue in the position once hired.

Applicants must also have attended UMBC full-time for at least one semester by the application deadline. Prior experience living in the residential communities is preferred, but not required. If you have worked previously as a paraprofessional for Residential Life but aren’t one currently, you are eligible to apply through this application process if you meet all other application requirements.

Your application must be completed in full or you will not be able to continue in the selection process.

Compensation

As a CA you will receive a room in a residence hall. You will also receive a 12 week meal plan/ (2 meals a day). If you would like a larger meal plan you will be responsible for the difference in price. Work Week: 40 hours per week/weekends required, paid on an hourly/biweekly rate of \$8.75, returning staff will receive \$9.00.

If you have questions regarding compensation, please contact Jessica Williams (below).

Contacts

For any questions regarding this selection process or the CA position:

Jessica Williams	410-455-2706	wjessica@umbc.edu
James Bedell	410-455-3771	jbedell1@umbc.edu
Meagan Schroeder	410-455-8832	meg@umbc.edu

For résumé advisement:

Career Services Center	410-455-2216	http://careers.umbc.edu
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For personal statement advisement:

Writing Center

410-455-3126

http://www.umbc.edu/lrc/writing_center.htm

Application Process

For best consideration apply by or before March 31, 2016 at 11:59pm. The following completed documents are needed to apply: résumé, application, two recommendation forms.

Summer 2016 Anticipated Openings

If you are interested in becoming a CA for the Summer 2016 semester, please indicate your interest on your application. Please note that you must meet all application requirements to be a CA for Summer 2016.

If you express interest in a Summer 2016 position, you will be contacted by email or phone for a campus interview. You must be willing to return to campus the week of May 23, 2016 to take part in Summer Training if you are selected to be a CA for Summer 2016. Attendance at Summer Training is mandatory to be a CA. Summer Conferences will run through August 12th.

Application To-Do List (a.k.a. HOW TO APPLY)

1. Download this Information Packet from the Residential Life website and read it thoroughly.
2. Contact the designated people to answer any questions or address concerns.
3. Compose or update résumé.
4. Meet with Career Services to have résumé critiqued (strongly encouraged).
5. Two references must be provided on your application form. It is preferred that at least one is from a Residential Life staff member or other professional position. Please ensure that the information provided is accurate particularly the email address as we will email your references the forms he/she will need to fill out.
6. Complete the application, including the personal statement.
7. Submit completed application online.
8. Follow up with the two individuals completing reference forms and remind them of the due date. All reference forms need to be submitted to the Residential Life Office. Your application packet will not be considered complete until both references are delivered.

Résumé Help

The Career Services Center offers all students assistance with needs associated with obtaining a job and starting a career, including help with résumés. ***You are strongly encouraged to have your résumé critiqued before you submit it as part of your application so that your résumé is representative of your academic, extracurricular, and work experiences.*** The Career Services Center offers many opportunities for applicants to have their résumé critiqued. You can go to their office during Walk In hours or you can make an appointment to see a career advisor. Career Services is anxious to help you! Helpful tips can also be found at <http://www.careers.umbc.edu/skills/resumé>.

Standard Walk-In Hours are Monday – Friday from 2:00-4:00pm in Math/Psych 212. *Appointments must be scheduled at least 24 hours in advance.

Short Answer Questions

The Conference Assistant application requires applicants to answer a series of short answer questions that are located within the application. We recommend that you type your answers into a word document first and then place your answers into the application as there is no option to save and continue later.

If you need assistance with your short answers please contact the Writing Center at 410-455-3126. The Writing Center is located on the first floor of the library, next to References. The Writing Center does not require appointments.

Information Sessions about the CA Position

If you are interested in receiving more one-on-one information about the CA position, you can speak with Director of Marketing and Conferences, Jessica Williams or the Conference Graduate Assistant, James Bedell. Also, Residential Life may offer information sessions throughout the spring semester for you to attend to view a presentation on the position and get your specific questions answered by our current staff members. Attending an Information Session is not required to apply for a position.

Interview Tips

Part of our selection process is an interview. Here are some tips you may want to consider as you prepare for your individual interview.

1. Prepare for your interview – talk to current staff, think about the questions you may like to ask, and think about the kinds of questions you might be asked as well as personal experiences you might be able to reference in your responses.
2. Be on time – arrive 5-10 minutes prior to the scheduled interview time. This will allow you to relax and gather your thoughts before beginning the interview.
3. Dress professionally – wear clothes that are appropriate in a professional setting. Cardigan sweaters, khaki pants, and button-down shirts are a few options. Consider clothing that is well-fitting and sophisticated. Remember to dress for success.
4. Remember, this is both an opportunity for us to see if you are a good fit for Residential Life as well as for you to see if Residential Life, and the specific position, is a good fit for you. Be prepared with questions.

Group Process

You may be grouped with individuals you have never met before and will be asked to participate, as a group, in some activities so that our staff has the opportunity to see your skills, abilities, and tendencies when immersed in a collaborative atmosphere. Here are some things that will help you be successful in group process:

1. Group Process is not a competition. We are evaluating you based on your participation in the group. We are not picking a winner at the end.
2. Some of the activities require group discussion, and/or opportunities for leadership. As you prepare for your group process day, be mindful of your own personality and/or leadership style and remember that you are being evaluated on your role/participation in the activities.
3. Most importantly, be yourself. We want to hire the authentic “you” because, ultimately, that is the person we are going to work with for the year.
4. Have fun! Being relaxed will allow you to stay focused, reduce anxiety, and put forth your best effort during group process.

What do we consider in the Selection Process?

Every part of the Selection Process is important and is considered when making final selection decisions. Your past behavior within the residential or campus community is also considered. Factors we evaluate include, but are not limited to:

- Your application is reviewed for completeness, accuracy, and timeliness. Your short answers are reviewed for depth of thought, coherence of message, and freedom from errors. References are reviewed and reviewers' comments are considered.
- The interview is designed to judge your understanding of important concepts related to the position, your ability to put those concepts into words, and to provide examples of how you would respond in the position. Questions for each position are different, but all candidates should think about the following topics:
 - How strong communities are built
 - The impact of positive and negative student behavior on a community
 - How you help other students resolve problems or concerns
 - How you work on a team of 10 to 30 people
 - How you will handle this new commitment, should you be hired
 - How you will function in an environment that is multicultural and celebrative of difference
 - How you resolve ethical dilemmas and what the importance of role modeling is
 - The role of "customer service" in the position for which you have applied
- The group process, which is designed to evaluate how you communicate and solve problems in the group environment. Because we can only evaluate what we see you do, it is important that you are active and engaged with the group process experience. Do not feel compelled to act in a way that is not you – "acting" or "forcing it" will not help your score.
- Ways in which Residential Life or UMBC staff have seen you resolve interpersonal conflicts, positively or negatively contribute to your community, or act in groups (student organizations, on your floor, at programs or events, and so on).

Good luck, and once again, if you have any questions or concerns please contact:

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