



Summer Operations & Conference Assistants (SOCA)

Position Description - May - August 2023

Overview

The Summer Operations & Conference Assistant role is an integral part of the daily management of various residential facilities throughout campus during the summer term as we support the needs of various conference groups & programs. SOCAs assist with conference preparation and support, facilities management, administrative tasks, and guest relations.

Summer Operations & Conference Assistants work closely with the Department of Residential Life, various faculty, staff, and students to maintain and organize a space conducive to the learning, activities, and event needs of our conference groups. This position is designed to support the development of customer service skills, team work, and operational knowledge of the University. Additionally, it is the responsibility of the Summer Operations & Conference Assistant to act as a leader and role model within our campus community. Summer Operations & Conference Assistants are expected to abide by all University rules and regulations and use their position to uphold positive community values.

Job Description

The Summer Operations & Conference Assistant's core responsibilities include:

General:

- Assist with residence hall closing and commencement weekend if not presently an RA.
- Assist conference guests with check-in and check-out procedures.
- Assist in the management, inventory, and organization of conference storage rooms. This includes the folding, laundering, preparation, and distribution of blankets and linens depending on need.
- Serve as an information resource for conference guests.
- Report policy violations and criminal activity to University Police Department and supervisor.
- Serve as an on-site aid for events, meetings, and classes.
- Attend and participate in weekly program/conference management team meetings.
- Inform guests of fire evacuation procedures and general safety and security policies. Conduct periodic reviews and enforce policy when needed.
- Fulfill daytime and evening office responsibilities and share overnight shift coverage for conference groups.
 - Shift coverage requires that SOCAs stay in a designated room in the building. This includes overnight stay when on duty.
- Establish effective and ongoing communication with all appropriate parties. This includes the Assistant Director of Residential Life for Apartment Communities and Summer Conference Housing, Summer Conference Resident Directors, other Conference Assistants, and central office Residential Life staff.
- Perform other duties as assigned by supervisor(s).

Operations:

- Assist in the operational oversight of various state buildings as needed by conference groups and Residential Life staff
 - Observe & adhere to a room/equipment reservation schedule for preparation and securing of APP, HDC, and NAR (including all areas within such as APP 111, HDC 1200, Hinman Student Success Center, etc.)
- Assist in reporting maintenance concerns
- Confirm that residence hall(s) are ready for group check-in (i.e., complete room conditions report, appropriate signage posted, desk materials set, rooms prepared, etc.)
- Set up and serve as a resource for audio/visual and educational equipment in C4, APP 111 & HDC, and/or NAR
- Demonstrate a positive attitude and commitment toward teamwork and community building.

- Assist in the preparation of residence halls for the fall semester as needed.
- Perform other duties as assigned by supervisor(s).

Application Requirements

- Must be enrolled in classes for the 2023-2024 academic year
- Undergraduate or graduate enrollment at Binghamton University
- Weekday, night, and weekend availability required
- Proficiency working with Google Docs, Google Drive, and Google Calendar
- Previous customer service experience preferred
- Comfortable with moving tables/chairs (up to 50 lbs.)
- Comfortable with walking between residential communities multiple times per shift
- Preference given to students with previous experience working in customer service and/or student support roles.

Compensation & Term of Employment

- Summer Operations & Conference Assistants' receive a free room in the Apartments Community for the term of their employment dates (valued at approximately \$2800).
 - Summer SOCAs will be paid \$15.00 an hour, for up to 29 hours per week for the term of the employment dates.
- Specific Summer 2023 conditions:
 - Attendance at mandatory training sessions in late April/May 2023 are required for this position
 - Must be available to move into your summer assignment on 5/29/2023

If you anticipate a need for disability related accommodations or auxiliary aids to attend or participate, please contact reslifejobs@binghamton.edu. We ask that you provide us at least 3-5 days of advanced notice regarding your equal access needs.

Binghamton University is an affirmative action/equal opportunity employer.

Binghamton University Residential Life is committed to excellence in diversity and the creation of an inclusive learning and working environment. We encourage applicants of marginalized backgrounds to apply to this position. All qualified applicants will be considered for employment without regard to race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, age, ability status, veteran status, or any other protected characteristics applicable by law.