Summer Housing Student Staff Application

- Review the Position Description Sheets included in this application packet.

- All staff hired for Summer 2013 must be available for and attend training. NO exceptions will be granted.
  - Commons Desk Staff: May 7th 1pm—5pm, 8th and 9th, 9am—5pm
  - Level 1 Summer Conference Assistants (SCA): May 6th and 7th, 9am—5pm
  - Level 2 Summer Conference Assistants (SCA): May 6th, 7th, 8th, and 9th, 9am—5pm

- All positions are for the entire summer (SCA employment ends August 21st, Commons Desk positions continue through August 25th). These positions will have flexibility for family vacations and academic obligations, **but employees must be available for the entire summer in order to apply for the Summer Housing Student Staff positions.** Please note all time conflicts on the application.

- Only PSU continuing students for the fall semester 2013 may be hired for these positions.

- Application Process Timeline:
  - March 1st: Applications due
  - March 20th: Employment offers made

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**Completed applications must be submitted by Friday, March 1, 2013.**

Applications can be returned to 133 Johnston Commons or to any Commons Desk. Applications received after March 1st will be considered only in the case of staff openings.

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**Need More Info?**

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Please print and keep this cover sheet and the following position descriptions for your future reference.
Description of Commons Desk Positions

General Info
- Commons Desk Workers are assigned to the University Park Commons Desks at any of the Commons Desks across campus.
- Commons Desks are open 24 hours, 7 days a week when guests are in residence. Commons Desk staff will be assigned hours to ensure continuity of desk services.
- Due to the high volume of activity, student desk staff hours often include weekend shifts.
- Desk Workers assist with summer resident mail, keys, check-in and check-out of conference guests, and other customer service tasks.
- Commons Desk workers are not required to live on campus.
- Common Desks operating hours may change based on needs of Conference schedule. A critical attribute of Commons Desk workers is ability to be flexible with regard to schedule and work hours.

Job Responsibilities:
- Provide prompt, courteous, efficient, and accurate service to all customers.
- Responsible for learning, maintaining, and demonstrating competency of all Commons Desk policies and procedures
- Maintain the Commons Desk Communication Log with all significant activity during a shift. Follow through with all directions for desk tasks to be completed.
- Respond to guests’ concerns and refer to appropriate professional staff.
- Assist with various group and/or individual check-in or checkouts for conferences.
- Other duties as assigned.

Compensation
- Commons Desk Student Desk Clerks are compensated for their services through a traditional hourly wage system.
  - Desk Clerks are compensated at $7.75 per hour when working daytime hours.
  - Desk Clerks are compensated at $8.25 per hour when working midnight to 8am shifts.
  - Desk Clerk weekly hours will be based on the staffing needs during a given week along with the Desk Clerk’s availability. The amount of hours worked and paid will vary, depending upon the Desk Clerk’s schedule of availability during peak operating hours.
- Commons Desk Student Desk Clerks do not receive room or board as part of their compensation.

2013 Schedule Notes
- All Desk Clerks will be required to work shifts during Arts Fest Weekend, July 11th-14th.
Description of Summer Conference Assistant (SCA) Positions

General Info
- SCAs serve a varied population, as multiple groups and colleges utilize Penn State’s housing facilities over the summer. Clientele can include adults, college students, adolescents, and young children. Guests can stay for a period of days or weeks; an SCA’s experience will depend on the area in which they are placed.
- SCAs do not plan or implement programs during the summer.
- SCAs must confront Penn State policy infractions and initiate conversation with campers and/or chaperones to stop problem behavior. They must document the situation using an environment form.

Level 1 SCA Job Responsibilities:
- Serve on rotating duty for guests of summer conferences and camps. Each SCA will be on duty for up to 30 nights during the summer.
- Participate in weekly SCA staff meetings on Wednesdays from 4:30-5:45pm. All employees must be available during this time frame each week.
- Be visible and available to guests on camp/conference arrival days throughout the summer. Each Level 1 SCA is required to work 10-14 check-in shifts (average two hours in length) throughout the summer. Most check-ins occur during business hours or on Sundays.
- Respond to guests’ concerns and refer to appropriate Conference Services staff.
- Confront inappropriate behavior of guests, document for conference file, and inform appropriate Conference Services and individual camp staff.
- Assist with Commons Desk Duties as needed for larger conferences and to maintain adequate staffing for various timeframes of the summer.
- Assist with various group and/or individual check-in or checkouts for conferences.
- Other duties as assigned.

Level 2 SCA Job Responsibilities:
- The Level 2 SCA position is a combined position of the Level 1 SCA and a Commons Desk Clerk. Employees hired for this position will be expected to meet the job responsibilities of both positions.
- Participate in weekly SCA staff meetings on Wednesdays from 4:30-5:45pm. All employees must be available during this time frame each week and may not be assigned to any hours as a Desk Clerk during this time.
- Be visible and available to guests on camp/conference arrival days throughout the summer.
- Respond to guests’ concerns and refer to appropriate Conference Services staff.
- Confront inappropriate behavior of guests, document for conference file, and inform appropriate Conference Services and individual camp staff.
- Assist with various group and/or individual check-in or checkouts for conferences.
- Work an average of 8—20 hours a week at the Commons Desks. Actual hours per week may vary depending on demand of conferences.
- Other duties as assigned.
Additional Information about SCA Responsibilities

**Duty**
- Duty for all SCAs begins at 8pm nightly and ends at 8am.
  - All SCAs will be assigned 30 duty nights for the summer, often several of these nights will be consecutive.
  - All SCAs will be required to serve duty and sleep in a room different than the one to which they are permanently assigned.
  - During certain weeks, SCAs may find themselves not serving duty due to camp location and number of guests on campus at that time.
  - All SCAs must wear an identifying nametag and Conference Services shirt when doing rounds throughout the residence halls while on duty. SCAs on duty complete a minimum of three rounds. A round is a walk through of the building to insure conference guest safety and comfort.

**Compensation**
- All SCAs are compensated for their services through room and board and a traditional hourly wage system.
  - SCAs Level 1’s are compensated at $7.25 per hour when working guest check-ins. Total weekly hours will be based on the number of conferences that are on-campus during a given week and the SCA’s availability. The amount of hours worked and paid will depend on each SCA’s schedule of availability.
- All SCAs receive a summer meal plan package.
- All SCAs are provided a private room within University Housing. Throughout the summer, SCAs will be assigned to a temporary room for a short period of time to accommodate the needs of the conference operation.
- All SCAs are required to set up appropriate direct deposit mechanisms to be paid every 2 weeks throughout the summer.

**Visitation Restrictions**
- Some placement locations may prohibit SCAs from entertaining guests of the opposite sex or place restrictions on general visitation dependent on the populations housed in those locations.
Name of Applicant: ____________________________________________________________

PSU ID#: ________________________________    PSU Email: ______________________________

Anticipated Graduation Date: _____________________________  Major: ______________________________

Local / Cell Phone: _____________________________  Gender:    Male / Female / Other

Experience:    ___ I have previous SCA Experience. Dates: ______________________________

___ I have Commons Desk experience. Dates: ______________________________

___ I am currently an RA (# of semesters in position? ___)

___ I am currently taking CNED 302 (Instructor: ______________________________)

Other Related Experience (List PSU experience first): ______________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________

Have you lived in a PSU residence hall?    Yes    No    If yes, when: ______________________________

Present Address_____________________________________________________________

Summer Address_____________________________________________________________

Permanent (Home) Address_____________________________________________________

I would like to be considered for the following position (check all that apply):

Commons Desk Clerk____________________

Summer Conference Assistant Level 1:____________________     Level 2:____________________

Please list dates or times of day you are unable to work from May 5th-August 25th:____________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

(Please include information pertaining to class schedule or other obligations.) Attach class schedule if applicable.
References: Please list two applicable references that we may contact to learn more about you. We prefer your references to be Penn State employees or former employers.

Reference #1: ________________________________
Phone number: ______________ Email address: __________________________
Nature of Relationship: __________________________

(Please Note: For current RAs, this should be your current supervising Coordinator)

Reference #2: ________________________________
Phone number: ______________ Email address: __________________________
Nature of Relationship: __________________________

SHORT ANSWER SECTION
Please answer these questions on a separate piece of paper. If your handwriting is hard to read, please type your responses.

SCA Candidates:
1. Please tell us why you are interested in a summer position.
2. Please describe 2 experiences (employment, community service, internship, organization involvement, etc) that you feel have prepared you to succeed in the position for which you applied.

Commons Desk Clerk and SCA Level 2 Position Candidates:
1. Please list your previous customer service experiences.
2. Are you willing to work Midnight-8:00 a.m. shifts? If yes, how many per week and what particular days? ____________________________________________

All applicants who receive an offer of employment will be required to have a criminal background check processed as a condition of gaining employment. My signature affirms that the information submitted on this application and in the attached short answers is true and accurate.

_______________________________  ________________________
Signature                        Date