University Housing sponsors a select group of NC State student leaders to serve as the face of University Housing for on-site summer programs, including camps, conferences, and individual guests. These students, with diverse backgrounds and experiences, demonstrate excellent customer service, student leadership, and NC State pride.

The Summer Conference Ambassador program complements the mission of NC State and University Housing through hands-on experiences and outreach opportunities with prospective students, families, and community representatives while promoting the benefits of living on campus. Due to the nature of the summer conference operation, Summer Conference Ambassadors are required to live on-campus for the duration of the program.

CUSTOMER SERVICE:
Summer Conference Ambassadors (SCAs) perform concierge-style services related to managing a residence hall service desk and must be knowledgeable of, and able to implement NC State and University Housing policies, as well as serve as a resource regarding inquiries related to the campus and local community.

Front-of-House Responsibilities include, but are not limited to:
- Staff campus service desks as needed to support conference programs and guest needs
- Assist with program check-ins and check-outs, assisting 11,000+ guests
- Escort guests to rooms, if needed
- Provide directions to on-campus and off-campus destinations, including campus buildings, area restaurants, and other community points of interest
- Evening on-duty responsibilities during Family and New Student Orientation

Back-of-House Responsibilities include, but are not limited to:
- Complete regular building inspections to assess and ensure readiness for guests.
- Prepare room keys and building access cards for guests, and complete regular key audits, maintaining thorough and accurate records.
- Conduct inspections of residential rooms, ensuring they meet prescribed standards. This includes adjusting room furniture configuration, placing or removing linens and amenities, and coordinating appropriate signage.
- Assess residential and common facilities for housekeeping needs and damages, submitting work-orders as necessary.
- Maintain accurate inventory to support the summer conference operation, including processing of conference linens and organization of conference materials storage. Tasks may include laundering/sorting linens or working in the NC State materials support warehouse.
- Design and create in-hall bulletin boards and door decs for camps and conferences, to provide a welcoming atmosphere for incoming conference guests.
STUDENT LEADERSHIP:
SCAs work both independently and in teams across campus to fulfill their duties, including working directly with clients and guests. Under the mentorship of Conference and Guest Services graduate assistants and University Housing Community Directors, SCAs may serve as on-site liaisons to a select group of camps and conferences. SCAs may participate in conference calls and planning meetings as well as help coordinate group check-ins, check-outs, and key transfer processes. SCAs will gain leadership experience through hands-on client relations and will hone their problem-solving skills.

PROFESSIONAL DEVELOPMENT:
SCAs will gain valuable experience and develop transferrable skills, including interpersonal communication, teamwork, project management, customer service, and guest relations. In addition, each SCA will complete the Conference and Guest Services Professional Development Series. This series is a high quality learning experience that prepares the undergraduate student to apply for internships or co-ops, professionally communicate with administrators, and present themselves in a respectful fashion. Elements include workshops on resume and cover letter construction, interview skills, establishing a personal professional brand, and a professional headshot.

OUTREACH:
SCAs serve as University Housing representatives in on-campus showrooms during New Student Orientation and for select conference groups throughout the summer. SCAs may also be called on to execute campus tours or serve on informational panels for conference programs. Guests include incoming first year students attending orientation as well as prospective students and their families.

PROGRAM REQUIREMENTS

Application Deadline: Friday, February 28, 2020
Applicants must submit an application form, online, no later than 5:00 p.m. on February 28, 2020. Two recommendations (online submission form) from two supervisors, mentors, advisors, or faculty members must be received by the Application Deadline.

SCA Interviews will take place following Spring Break. Successful candidates will be required to attend a pre-season orientation workshop in April.

Program Dates: Monday, May 11 – Monday, August 3, 2020

- Applicants to the SCA program must be undergraduate students in good standing at NC State University, with a cumulative GPA of at least 2.5. Individuals in the program must plan to continue at NC State into the Fall 2020 semester.
- SCAs must have lived in an NC State-owned property (University Housing residence hall or apartment or Greek Village residence) for a minimum of two (2) semesters prior to Summer 2020.
- SCAs must be available for the duration of the summer season. Partial-term appointments are not feasible.
- The weekly time commitment for the SCA program is fluid but averages about 25 hours per week, including evenings, weekends, and holidays. Weekly schedules are based on the needs of the conference schedule and may range between 18-31 hours. Holiday and weekend shifts are posted as required by the schedule of events. Hours will vary by week. Limited time away may be approved with advance request but may not be used to amend the program dates. Time away is not granted during the first week nor final
SCAs may engage in additional paid employment (on- or off-campus) and/or research only with prior approval of the Assistant Director for Conference and Guest Services. Time commitments for any work outside of the SCA program must be flexible and allow for variations in the SCA’s weekly schedule.

SCAs are encouraged to participate in campus and community activities; however, no commitment should interfere with responsibilities of being a student in good standing at NC State University, nor with the responsibilities of the Summer Conference Ambassador program.

SCAs are required to live in a designated on-campus housing assignment during the program and must reside in the on-campus room/suite to which they are assigned.

Ability to lift 25 pounds.

Exclusions

Due to the shifting schedules and demands of the conference season, SCAs are not permitted to enroll in seated summer school classes, including Maymester, Summer Session I, or Summer Session II. Online courses are permitted, as long as online class schedules do not directly conflict with the needs of the summer conference operation.

Due to the time commitment, SCAs are not permitted to participate in a Research Experience for Undergraduate (REU) program.

PROGRAM BENEFITS

$2,100 Stipend, paid in bi-weekly increments
$600 in dining dollars
Housing, provided in an on-campus residence hall *
Summer gym membership* at Carmichael Complex
Two (2) University Housing polo shirts and name badge
Certificate of Summer Conference Ambassador Program completion
Experiences and Friendships that will last a lifetime!

* Estimated value of summer housing, gym access, and internet is $1,500. Stipend and benefits are reported to NC State’s financial aid office and may impact aid amounts. Students are advised to contact the financial aid office regarding potential impacts.