**Personal Goals**

* Collect and assess guest feedback
* Create a standard place to store and assess this data
* Position: Help them transition and thrive
  1. Socially
     1. I am very familiar with OSU and Community resources and would be glad to make them feel welcome if its for a day or a full term.
* Res Council

**Position**

**Description**

* Administration of scholar and guest housing program
* Houses 150 to 200 academic scholars, interns and guests year round
* Integral role in making sure grad, undergrad, researchers and interns thrive in their transition
* Thrive Academically, personally and socially and find connection to institution
* Also youth and adult guests through Residential Conferences program
* Safe welcoming and healthy experience
* Work with and supervise undergraduate and graduate staff

**Summary**

* Hire Train and supervise assign work to students
* Attention to detail, exceptional customer service and communication are needed for success
* Personal commitment to excellent customer service

**Tasks**

Supervision (25%)

* Develop Training Program
* Recruit and select student staff, write position descriptions
* Process payroll, evaluate staff document performance

Scholar and Guest Housing Program Management (25%)

* Develop strategic plan to maximize space and client needs

Customer Service and Logistics (15%)

Crisis Management Conflict Resolution (10%)

Relationship and Community Development (10%)

Facilities Inspection and Maintenance

Teaching (5%)

**Day in the Life**

While the Residential Conferences Specialists and Scholar Housing Manager will work with the rest of the staff with everything listed above, they will be spending a portion of their time on administrative tasks and directing the work of the assistants. They will be in regular contact with conference groups and scholars, respectively, and updating everyone working with the groups and scholars on important details. Residential Conferences Specialists and Scholar Housing Managers also work with the professional staff within Residential Conferences and Scholar Housing to schedule and assign work for the entire student staff.

One day can contain almost every aspect of the job listed here. And some days, you'll be spending most of your day inspecting rooms and distributing linen. It just depends. If you have any questions about this, please email us at uhdsresconf@oregonstate.edu. We are happy to share more!

**STAR**

* Evently
* No good ways to get involved
* Campus Sporting Events
* Local Organizations

I am data and analytical, assessment driven

Utilize Technology Efficiently

Want to speak about my customer service experience

All of these needed everything to be perfect every time

* 3.5 years front desk in Student Life
* Red Robin
* Ruth’s Chris Steakhouse
* Valley Catering
  + Long 10 hour days

**Interview Questions**

1. **Describe a time when you created a positive working relationship with another department within your company?**
   1. STAR
      1. Career Development Center Transition
         1. Student Life
            1. Older staff jobs taken away
            2. This was a team thing
            3. May say I
            4. Team related
            5. Maybe led
            6. Sometimes solo
         2. Engineering, COB, AG Science
            1. Built and developed relationships with people
            2. Shared training
         3. Three Major
            1. Finance
            2. Database Transition and Issues

HR

IT

* + - * 1. University
      1. Building Relationships
  1. Relate to Position
     1. To relate to this position I would want to keep these relationships and create more
     2. The goal being to spread the word about this useful service
     3. I did a lot of different tasks
     4. Issues no rooms available

1. **Share with us a time when you have had to handle multiple projects and competing needs all at once. How did you maintain your effectiveness on the job**
   1. STAR
      1. Grad School
         1. Research
            1. Data collection and analysis
            2. Used to create algorithms
         2. Classes
         3. TA
         4. Instructor
         5. Tutor OSU Athletics
            1. (undergrad but helped student)
         6. Valley Catering
      2. How I Managed
         1. Time Management
            1. Rested Functioning
            2. Busy
            3. Study 6 to 9pm every night
         2. Utilized Tech
            1. Git
            2. Slack
            3. Google Docs
         3. Proper Sleep, Exercise and Nutrition
         4. In this job maybe skip tv read in bed during summer
         5. Bring food to work snacks (Catering)
   2. Relate to Position
      1. For this position a number of things I gained experience working with students, staff, faculty
      2. I developed a love of research and would be genuinely interested in improving guest experience
      3. Combination of Team and Solo Driven
2. **Tell us about a time when you organized, managed, and motivated others to complete a task from beginning to end.**
   1. STAR
      1. Career Fair
         1. 100 Employers
         2. 4000 Students
         3. Catering
         4. Technology
         5. Employers getting to campus
         6. Coordinating Undegrads
         7. Volunteers
      2. Cocoa in the Quad
         1. Manage and hire student workers
         2. Supervise staff and student workers
      3. Summer Slow
      4. Motivation
         1. Fun
         2. Lots of Fun jobs
            1. Loved catering
            2. Red Robin
         3. Try to bring fun into it
         4. Proper Scheduling
         5. Want to come to work
            1. Lots of variety in this position
            2. Easy to make fun
         6. Having the right team
      5. Peaks of Activity each term then small break
      6. Fun
      7. Motivated
         1. Creating a fun work environment
      8. Managed
         1. Excel, word, email, basecamp
         2. Now Git, Slack
   2. Relate to Position
      1. The nature of events I imagine would be very similar to this position with preparing for hectic times, handling them and moving forward
3. **Tell us about a time you pitched in to help a team member finish a project even though it "wasn't your job". What was the result?**
   1. STAR
      1. Our Marketing Team
      2. No equipment
      3. Put together a petition to Dean to get equipment
      4. This led to creation of office, Adobe Suite and marketing
   2. Relate to Position
      1. I would look for ways to improve guest experience and build a team that focuses primarily on quality

**Other**

Customer Service and Customer Relations

* Red Robin- Colorado
* Ruths Chris- California
* Valley Catering- OSU

Student Life

* Front Desk

Resident Council

**Questions**

1. Does this position currently exists
2. What are your goals for this program
   1. Growth
3. Hours during the year and summer
4. Does this position supervise summer student housing