**Personal Goals**

* Collect and assess guest feedback
* Create a standard place to store and assess this data

**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

**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
         2. Engineering, COB, AG Science
         3. Finance
         4. Database Transition and Issues
   2. Relate to Position
2. **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
         2. Classes
         3. TA
         4. Instructor
         5. Tutor OSU Athletics
            1. (undergrad but helped student)
         6. Valley Catering
      2. Time Management
   2. Relate to Position
3. **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
      2. Cocoa in the Quad
         1. Manage and hire student workers
         2. Supervise staff and student workers
      3. Fun
   2. Relate to Position
4. **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. Helped redesign and Staff Drive and IS
   2. Relate to Position

**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. Hours during the year and summer