

Assignments & Conference Operations Assistant

Summer 2026

Job Description

The ACOA is a generalist summer student worker position in the Residential Learning & University Housing department designed to assist in the special capacity required by the summer conference housing program. Working under the supervision of the Graduate Interns for Conferences, the ACOA is responsible for completing all day-to-day tasks in coordination with scheduled summer conferences & unit assignments. This includes but is not limited to, administrative tasks (phone calls, office operations), check-in/out, inspections, and on-call rotation.

Job Responsibilities

The successful candidate will gain experience in conference logistics, customer service, communication, teamwork, registration, and administration. Responsibilities are divided into the following areas:

1. Provide excellent customer service:

- a. Provide assistance to any residential conference guest or University department as requested
- b. Staff the office front desk, answer the phone, greet guests, and complete tasks as assigned
- c. Respond to lockouts and investigate and report any maintenance issues brought to your attention
- d. Ensure that the conference staff work area is cleaned and organized at all times

2. Assist with the management of all loaner cards

- a. Load, update, and clear loaner cards through the APEX system
- b. Assist with roster management, key tracking and card distribution
- c. Complete access checks on loaner keys prior to arrival

3. Assist with all area preparations for incoming and outgoing conferences:

- a. As a team, conduct room-readiness inspections for approximately 1,600 bed spaces over the summer
- b. Hang occupied signs on respective conference doors
- c. Distribute toiletries and conference supplies to respective units
- d. Assemble check-in packets with keys and welcome guide
- e. Conduct walkthroughs of all vacated conference rooms for billable items
- f. Collect any unused or unreturned keys and conference supplies

4. Serve on the On-Call Rotation

- a. Serve on an on-call rotation when there is a conference client anywhere on campus
- b. When scheduled for duty, hold the duty phone between 8 PM to 8 AM, and remain in your Holly Pointe assigned unit for the duration of your duty hours

- c. Respond to lock-outs and investigate and report any maintenance issues brought to your attention
 - i. Submit work orders for non-emergencies.
 - ii. Call relevant parties for escalated concerns

5. Communication & Teamwork

- a. Communicate personal, team & group concerns, complaints and compliments to the Assignments Coordinator.
- b. Work collaboratively with other functional areas, campus departments, guests and partners
- c. Stay attentive to team group chat and any communication from supervisor

Time Commitment:

- Estimated start/end dates: May 18-Aug 4
- Up to 25 office hours per week
 - Shifts consist of 8 AM-12 PM, 10 AM-2 PM, 12-4 PM, 2-6 PM, and 4-8 PM, 7 days a week
- Need to be flexible; outside employment and commitments must be reviewed and approved by their supervisors
- Any coursework taken cannot conflict with summer conference schedule

Continued Employment Opportunity:

- Upon the conclusion of employment on August 4th, continued employment in an hourly capacity will be available to assist with Summer Move-in Operations. Specific scheduling details, expectations, and assigned responsibilities will be communicated in advance.
- Continued employment will be contingent upon satisfactory job performance, reliability, and adherence to all departmental and University policies.
- Any approved hourly employment associated with this opportunity will conclude no later than August 31, 2026.

Compensation:

- The total stipend for the summer is \$1,000, which will be divided into smaller biweekly payments.
- Free summer housing in a shared Rowan Blvd Apartment

Conditions of Employment:

- Staff can move into their fall assignment (if applicable) during summer moveover to allow for maintenance and cleaning to take place.
- This position is contingent upon the availability of funding as approved by the Rowan University Board of Trustees
- In the event of extraordinary circumstances related to the current COVID-19 pandemic, force majeure, or other circumstances beyond the control of the University, this position may be eliminated and this offer may be deferred or rescinded, or the term of employment may be modified. In that event, the compensation and benefits associated with the position may be modified accordingly.
- This position is covered under the personnel policies of the University, which apply to student positions. RLUH student staff must meet all obligations described in this position

description and abide by all other applicable University policies, including the [Student Code of Conduct](#), [Housing Contract](#), and the [Rowan University Student Handbook](#).

- In addition to abiding by all University policies, this position requires you to enforce and report violations of University policies following guidelines given in training.
- This offer of employment is contingent upon your remaining in good student conduct and academic standing. RLUH professional staff will complete a check of student conduct records and academic status at the end of each semester and continue to evaluate these throughout your employment.
- *For RLUH-internal applicants:* An offer of employment is contingent upon the satisfactory completion of your employment during the current academic year or term. Separation from employment or unsatisfactory performance will be considered during the application process. If an offer is made, it can be withdrawn for unsatisfactory performance or separation.