



Summer Camps and Conferences Graduate Assistantship Student Enrollment, Engagement & Services Housing and Residence Life

Job Summary: The Graduate Assistant for Summer Conferences & Guest Services

Office Website: odu.edu/housing

Contact: summerconferences@odu.edu

Duties & Responsibilities:

- **Specific Job Duties:**
- Manage and serve as the liaison to the on-site group coordinator to oversee the day-to-day operations with camps and conferences
- Learn and become proficient in Starrez
- Review and execute contracts for conference groups and camps
- Coordinate with various campus partners including but not limited to Parking & Transportation, Dining, and University Events
- Provide exceptional customer service for conference guests
- Coach, train, motivate, develop and support summer conference assistants (SCAs)
- Oversee and manage up to 20 summer conference assistants
- Conduct performance evaluations of Summer Conference Assistants
- Ongoing guest housing quality control assessment and review
- Lead weekly meeting agendas with SCA's and Conference Coordinator during the summer months
- Market our guest services to employers and various companies that align with our mission
- Deliver exemplary customer service via telephone, email, and face to face to summer conference guests
- Respond to and address guest concerns and/or emergencies; redirect to campus resources when appropriate
- Assume leadership for various projects assigned related to Administrative Services
- Summer conference on call responsibilities
- Attend training sessions, weekly meetings with the administrative team, and weekly meetings with Associate Director, and lead summer SCA meetings
- Complete PCI training and assist with Starrez accounts and billing transactions
- Other duties as assigned

Required Skills:

- Bachelor's degree required. Currently enrolled in Graduate School



- Availability from August 2025 – August 2026
- Passion for providing excellent customer service
- 1+ year's event planning experience
- Leadership and/or student activity planning experience
- Good written and oral communication skills
- Knowledge of computer technology (MS Word, Excel, and Outlook)

Employment Schedule/Hours: The GA position requires 20 hours per week, including some evenings and weekend programs. Closer to 25-30 hours per week during the summer months.

Academic Qualifications & Preferred Majors: Regular admission in a graduate degree program at ODU with good academic standing, maintenance of a full course load of student enrollment during the term of their appointment, and a 3.0 or higher GPA is required. Dropping below the required GPA or reducing one's course load below full-time can be grounds for dismissal.

Preferred majors: Recreation, hospitality and tourism or Public Administration, Higher Education

Compensation: \$15,000 stipend will be paid over fall (\$7,500), spring (\$7,500). \$3,500 will be paid over the summer semester. Free on campus housing in Powhatan Apartments.

Length of Assistantship: August 25 to August 9 (12 months).

