



Dartmouth College

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*Office of Residential Life
Commencement & Reunion Housing
6231 MidMassachusetts Hall*

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2008 Commencement and Reunion Housing Head Clerk/Office Assistant Information

Dear Applicant:

Thank you for your interest in working for the Office of Residential Life during Commencement and Reunion 2008. If selected you will be providing a vital service to the families and guests of graduating students and to the alumni/ae and their families who will be attending their class reunions.

Students hired to work in the Commencement and Reunion (C&R) Housing Office will handle daily administrative duties alongside the C&R Housing Coordinator and Assistant. Responsibilities will include data entry, helping with mass mailings and responding to telephone calls, C & R's blitzmail account and questions from visitors. During the C&R period, the student office assistants will also serve as Head Clerks, helping the C&R Assistant and supervising a team of students, answering guests' questions and helping to deal with any problems that may arise during your shift. **In order to be considered for this position you must have some relevant experience in a previous job.**

Attached is a brief description of the student staff position, along with the application and some job expectations. Please read them carefully. If you are interested in applying for a position in our office, please complete the attached application, or submit it on-line at <www.dartmouth.edu/~orl/cnremploy.html>. Applications are due by Monday, April 14, 2008. Paper applications should be returned to the Commencement and Reunion Housing Office in the first floor lounge of Mid Massachusetts Hall or to Patricia Hedin at HB 6231. After reviewing the applications, we will contact applicants to set up brief interviews within the following 2 weeks.

If you have any questions about our Commencement and Reunion student staff positions, please feel free to contact the Commencement and Reunion Housing Office at 646-3288.

Sincerely,

Patricia Hedin
Coordinator-Commencement & Reunion Housing

Dartmouth College
Office of Residential Life
Commencement & Reunion Housing Office
Selected Head Clerk/Office Assistant Responsibilities and Other Information - 2008

Brief Overview of C&R Housing:

In March and April, guests apply for C&R Housing. C&R Housing office reviews applications, collects payments, completes data entry, coordinates room preparations, and makes housing assignments. Head Clerks begin working in late March-early April. 80 additional student staff begin working on June 5th. Virtually all rooms in residence halls will be used for guests from June 6-15. Students (except graduating seniors) move out of their spring term rooms on June 4th, 2008. Beginning on June 5th, C&R Housing student workers clean and prepare all available rooms for Commencement and Reunion guests who start to arrive on June 6th. Room cleaning and key collection and distribution continue every day as guests arrive and depart. On June 15th, the last day of reunions, a final room cleaning is completed; this is essential because summer camp and conference guests move into some of the rooms that evening. In addition, rooms need to be ready for summer term students to move in on June 17th. As a result, it is imperative that all C&R Housing student staff commit to working through June 15, 2008.

Job Responsibilities:

Under the supervision of the Commencement and Reunion Housing Coordinator and Assistant, the Commencement and Reunion Housing Student Office Assistants will work in the C&R Housing Office during spring term and will act as Head Clerks during the C&R period. Listed below is a sample of the major responsibilities of the C&R Student Office Assistant and Head Clerk:

1. Input applications and housing assignment information into the database.
2. Assist with the mailing of assignment notification letters.
3. Answer the telephone and respond to callers' questions.
4. Assist with the student staff training sessions.
5. Along with the C&R Assistant, supervise the C&R student staff, coordinate work schedules, and help with preparation of student payroll timesheets.
6. Assist the C&R Coordinator with room re-assignments, processing of guest payments, follow-up phone calls.
7. Serve as a problem-solver and trouble-shooter for guests who have questions or concerns.
8. Report suspicious activities or behavior to the proper authorities.
9. Respond quickly and effectively to all emergencies.
10. Serve as a resource person to guests and program participants.
11. Represent the College in a mature, responsible, and pleasant manner.

Remuneration: The rate of pay for Student Office Assistants employed during the spring term and Commencement & Reunion 2008 will be based on experience:

First Season - \$8.25/hr, Second Season - \$8.50/hr, Consecutive Season - \$8.75/hr

In addition, during the 11-day C&R period you will receive a meal allowance based on one meal per day, two staff polo shirts and, if needed, on-campus housing.

If your C&R Housing employment is terminated for any reason, you will forfeit your interim housing on campus and your meal allowance will be cancelled.