**Commencement and Reunion 2019**

**Head Clerk Student Staff**

Dear Applicant,

Thank you for your interest in working for the Residential Operations Office during spring term and Commencement and Reunion 2019. If selected, you will be providing a crucial service to families and guests of graduating students, and to alumni/ae and their families attending their class reunions.

Students hired to work in the Commencement and Reunion Housing Office will handle daily administrative duties alongside the C&R Housing Coordinator and Assistant. Responsibilities will include helping with data entry, and responding to inquiries from alumni, parents and graduating seniors on the phone, on email and in person. During the C&R period, you will also serve as Head Clerks, helping the C&R Assistant supervise a team of students, answer guest questions and deal with any problems that may arise. In order to be considered for this position, you must have some relevant experience in a previous job.

Following this letter is a job description of the student Head Clerk position along with some job expectations. Please read them carefully. If you are interested in a position in our office, please complete the Head Clerk employment application found at [www.dartmouth.edu/resops/commencement.reunion.housing](https://www.dartmouth.edu/resops/commencement.reunion.housing). Applications are due by Monday, April 1st. Paper applications should be returned to the Commencement and Reunion Housing Office in the first-floor lounge of Mid Massachusetts Hall or to at HB 6111. After reviewing the applications, we will contact applicants to set up brief interviews within the following 2 weeks.

In the meantime, 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,

Lisa Aubrey and Alyssa Garrity

Commencement and Reunion Housing

**Dartmouth College**

**Commencement & Reunion Housing Office**

**Head Clerk Student Staff Responsibilities and Other Information-2019**

**Overview of C&R Housing**

In March and April, guests apply for C&R Housing. The C&R Housing Office reviews applications, collects payments, completes data entry, coordinates room preparations, and makes housing assignments.

Head Clerks begin working in mid- April. Sixty additional student staff begin working on June 6th. Beginning on June 6th, 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 16th, 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. As a result, it is imperative that all C&R Housing student staff commit to working through the day on Sunday, June 16.

**Job Responsibilities**

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

1. Accurate input of applications and housing assignment information into the database.

2. Answer the telephone and respond to callers' questions.

3. Assist with the student staff training sessions.

4. Along with the C&R Assistants, supervise the C&R student staff, coordinate work schedules, and help with preparation of student payroll timesheets.

5. Assist the C&R Assistants with room assignments, processing of guest payments, follow-up phone calls.

6. Serve as a problem-solver and trouble-shooter for guests with questions or concerns.

7. Report suspicious activities or behavior to the proper authorities.

8. Respond quickly and effectively to all emergencies.

9 Serve as a resource person to guests and program participants.

10. Represent the College in a mature, responsible, and pleasant manner.

**Remuneration:** The rate of pay for Head Clerk Student Staff employed during the spring term and Commencement & Reunion 2019 will be based on experience:

First Season - $15.00/hr, Second Season - $15.25/hr, Consecutive Season - $15.50/hr

In addition, during the 10 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.**

**For more information about the Commencement and Reunion Office Head Clerk position, please call (603)646-3288, or visit the Commencement and Reunion Housing Office on the first-floor lounge of Mid Massachusetts Hall.**

**HEAD CLERK STUDENT STAFF**

**APPLICATION DEADLINE: Friday, April 5, 2019**

THIS POSITION REQUIRES A COMMITMENT OF 5-8 HOURS PER WEEK DURING

SPRING TERM, AND FULL TIME 11 DAYS FROM

JUNE 6th *THROUGH* JUNE 16, 2019. DURING THESE 11 DAYS, THIS JOB

MUST BE YOUR SOLE EMPLOYMENT AT DARTMOUTH COLLEGE.

**This document is in a Word document. Please use the tab or mouse to move from one form field to the next.**

**Once complete, please save and submit paper copy or e-mail to Commencement.and.Reunion.Housing@dartmouth.edu.**

Name (Last, First)       Class

Hinman Box       Dartmouth ID#       Phone#

Hometown and state or country

Will you be enrolled in classes spring term? Y   N

Will you be enrolled in classes summer term?  Y  N

Are you available by BlitzMail?  Y  N

Are you a College approved driver?  Y  N

Are you willing to take the driver test to become approved?  Y  N

Are you available to work shifts between 8:00 a.m. and 1:30 a.m.?  Y  N

Are you available to start work on Thursday, June 6th and continue through Sunday, June 16, 2019?

(includes 8+ hour shifts with one or two from 12am-8am)  Y  N

Have you worked for Residential Life or other College office during Commencement & Reunion? Y  N

If yes, when and at what job? Please also describe your duties:

Have you worked at another job, on-campus or off, that required relevant experience?

Experience:

Job Title:       When:

Supervisor's name:       Phone:

Do you have any experience as a team leader? If so, please describe:

Are you a member of any group that performs during the Commencement and Reunion period?

Y  N If yes, which one?

Have you ever received any disciplinary sanctions from the Office of Residential Life or the Deans' Office?

Y  N

If yes, please explain:

Please provide three references: names and contact numbers.

**IMPORTANT:** If employed, will you need Commencement & Reunion interim housing?  Y  N

If yes, you must fill out an Interim Housing Application on DartHub as soon as possible. In order to be eligible for interim housing you must be enrolled either spring or summer term. This includes college-owned GLOS housing; if you plan on staying in college-owned GLOS housing during the interim, you must fill out an Interim Housing Application.

**Commencement & Reunion Housing Office**

**Selected Head Clerk Student Staff Expectations**

Becoming a student staff member of the Office of Residential Operations and its Commencement & Reunion Housing Office can be very rewarding. The majority of the work is fun and easy to learn. However, there are several critical expectations of the job.

**1. By accepting a student staff position in the Commencement & Reunion Housing office, you acknowledge that you are committed to working throughout *the entire* Commencement & Reunion period, through and including Sunday, June 16, 2019.** Students who break this commitment put undue burden on the team members who remain on staff. Before committing to our program, we ask students to check with families first to ensure that there are no conflicts with family or other summer activities. Travel arrangements to leave campus after C&R must be coordinated to occur **after** our program concludes at the end of the day on June 16th.

2. You will use a building master key to gain access to the rooms that you will help clean or to rooms used for storage. You might also hand out room keys to guests. ***When you sign out a building master key or oversee a key board full of individual room keys, you assume a great responsibility.*** Should any key be lost or misplaced, your Commencement & Reunion Housing employment may be terminated, and you may not be considered for rehire.

3. **A student can be released from his or her C&R Housing position for reasons including but not limited to losing a key, or keys, missing scheduled work shifts, disruptive or rude behavior.** In this event, the staff member’s interim housing and meal stipend will be immediately cancelled.

Please sign and date below to acknowledge that you have filled out the Head Clerk student staff application to the best of your ability and that you understand the expectations identified above. Paper applications should be returned to the C&R Housing Office in the Mid Massachusetts Hall first floor lounge. If filling out this Head Clerk application electronically, your typed name acknowledges that you have read and understood the expectations identified above. If you have any questions, please call 603-646-3288.

     

Name Date

FOR RESIDENTIAL OPERATIONS USE ONLY

Comments:

References

ResOps Staff Initials: