

# Summer Access & Service Manager

Student Housing & Residential Life Department (SHRL) Conference Services is seeking candidates for two summer student staff managers!

The Access & Service Managers (ASMs) will report to a Program Manager and work directly with both SHRL professional staff and Conference Assistants (CAs). Key components of this role will be to assist with building access management, train student staff to utilize conference software as well as ensure the entire team provides the highest level of customer service to conference guests. This is a unique opportunity to be a part of our summer leadership team. The ASMs will serve as SHRL liaisons to New Student Orientation, actively participate in improving the services we provide to campus guests and help to enrich our relationships with campus partners.

The successful candidates must be able to manage their time, complete tasks with minimal supervision, and provide formative feedback and support to the conference team.

## DUTIES

- Work alongside professional staff to manage residence hall building access for summer guests
- Manage IRIS Front Desk software by monitoring building desk logs and IRIS activities assigned to CA's to ensure timely completion
- Conduct weeknight rounds to manage student staff during lockouts, monitor guest and desk activity, and provide support to CAs on duty
- Serve as a Student Housing & Residential Life liaison for New Student Orientation residence hall participant activities
- Understand, enforce, and adhere to all University policies as listed in the Student Handbook and as set forth in Conference Policies
- Attend weekly meetings with CA's and leadership for professional development
- Attend weekly meetings with summer professional staff team serving as a student staff representative
- Be an active part of the summer leadership team and serve as a leader within the student staff community
- Other tasks in support of conference operations

## Qualifications

- Applicants must currently be University of Houston students and enrolled in Fall 2025 classes
- Minimum cumulative 2.75 GPA at the time of hire and throughout the time of employment
- Good standing with Student Housing & Residential Life at time of hire and throughout employment

## Position Commitments

- Position will require approximately 30 hours per week and residence in a university managed property
- The students offered a position will be unable to take summer classes, or work any other job during the time of employment
- Ability to work a flexible schedule including weekdays, evenings, weekends, and holidays
- Attend 2 weekly 1-hour meetings — scheduled prior to employment
- Ability to attend software, administrative and operations training May 14-16, 2025, and be available to work May 20, 2025 through August 2, 2025

### Compensation

- The Access & Service Manager will receive a compensation package that includes a single room with a bathroom, \$1,000 monthly salary (taxable income) and \$700 in ShastaBUCKS.

### To Apply

- After attending a scheduled Information Session, you will be sent a link to complete the application
- NOTE: This position has an additional requirement of submitting a letter of interest highlighting your skills, experience and abilities. Detailed instructions will be provided at the Information Session.

### Information Sessions

Students must attend an information session to access the application.

- Jan. 28 | In-Person | Quad MPR | 6 – 7 p.m.
- Jan. 30 | In-Person | Quad MPR | 3 – 4 p.m.
- Feb. 3 | Virtual | RSVP for Link | 6 – 7 p.m.
- Feb. 5 | Virtual | RSVP for Link | 3 – 4 p.m.
- Feb. 11 | In-Person | Quad MPR | 4 – 5 p.m.
- Feb. 13 | Virtual | RSVP for Link | 10 – 11 a.m.
- Feb. 19 | Virtual | RSVP for Link | 7 – 8 p.m.

For additional information contact

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