



2026 Summer Conference Assistant Position Description

Position Overview

California State University Long Beach, Department of Housing and Residential Life, provides a safe and secure on campus housing option for groups and conferences visiting our campus during the summer. We offer housing for students in addition to operating a conference program. Our conference guests reside with us for short and/or long-term overnight accommodation. Summer Conference Assistants play a critical role in providing excellent customer service, assuring our guest programs run smoothly while also ensuring the safety and security of our housing community.

Summer Conference Assistant

Under the leadership of the Conference Coordinator, the Summer Conference Assistants (CA) will assist with the administrative and customer service function of CSULB summer operations. The most important aspects of this position are customer service, attention to detail, the ability to work as a team, flexibility to work in an environment with changing schedules/deadlines and a willingness to serve. Applications for Summer Conference Assistants are now available on the Housing and Residential Life website: <https://housing.csulb.edu/employment> and will be accepted until **Friday, February 20, 2026, by 5:00 p.m.**

Tasks and Responsibilities

Conference Registration:

- Execute administrative functions of the position, which includes completing all required paperwork in a timely and accurate manner.
- Regularly inspect public areas of the buildings. Promptly assist in noting damages and submitting work order requests. Follow up to ensure the work was complete.
- Conduct pre- and post-occupancy inspections of residence hall rooms following each group's stay.
- Accurately record the arrival and departure of each guest by completing the necessary paperwork.
- Accurately distribute, collect, and track room keys and commuter meal cards.
- Prepare and maintain occupancy reports.
- Conduct pre-calls for incoming groups two weeks in advance.

Customer Service and Communication:

- Ensure proper handling of check in/out of guests in a professional manner.
- Report maintenance problems and take action to handle evening and weekend building emergencies.
- Knowledge of and ability to enforce University policies and procedures.
- Responsible for responding to inquiries and emergencies from guests, police, and other University partners.
- Remain reachable by phone while serving on day or overnight duty.
- Provide courteous and professional service to all stakeholders, including residents, staff, and guests.
- Update information in the conference folders in a timely manner (daily if there are changes).
- Provide daily tours of the residential halls for students, parents, and campus visitors while offering accurate and informative responses to all questions.

- Work at the Pointe Conference Center as an Attendant for special events and conferences as needed.

General Office Duties:

- Follow standard office procedures.
- Forward, route and distribute parcels, conference, and academic year mail.
- Maintain consistent and accurate conference logs.
- Vacuum office floor.

On-call and Duty phone:

- Answer after-hour calls from summer residents and conference guests and assist as appropriate.
- Complete security walk-throughs and secure buildings.
- Respond to lockout requests.

Responsible for other duties or special projects as assigned.

- Pull linen from rooms that have been used as needed.
- Remove trash bags from bins in rooms that have been used.

Special Requirements:

- Must live in the assigned residential complex during employment.
- Wear the assigned staff shirt during all scheduled working hours.
- Must attend weekly staff meetings.
- Must be able to lift 50lbs. without assistance following proper safety procedures.
- Summer Conference Assistants should be willing to remain on duty most weekday evenings, weekends and give up any other summer employment.
- Students are not allowed to attend summer school at CSULB or any other schools while working as a Summer Conference Assistant.
- Must be available from **May 16 - August 16, 2026**. Appointments may end early or be extended due to operational needs.

Requirements:

- Volunteer or work experience including some office experience.
- Ability to develop and maintain positive working relationships with members of the Summer Conference staff, Housing and Residential Life, and campus wide partners.
- Computer skills: working knowledge of Microsoft Office, Excel, and Word.
- Excellent customer service skills.
- Ability to interact with diverse populations
- Ability to meet deadlines.
- Reliable and dependable.
- No outstanding balances at CSULB.
- **Must be available from May 16 – August 16.**
- No current or pending disciplinary sanctions at CSULB and a minimum 2.0 GPA.

Compensation: Conference Assistants are compensated with room and board for their on-call duties and are paid up to 30 hours maximum per week at an hourly rate of \$17.00.



Application Process and Overview

Before applying for a Summer Conference Lead or Assistant, it is important to **read carefully and keep the following information for your records**. All applicants please review the following information:

1. Applications Due: Applications for Summer Conference Assistants must be received via the on-line application, no later than **Friday, February 20, 2026, by 5:00 p.m.**
2. Applicants selected to interview based on their application will be notified and invited to schedule an interview beginning March 2 - 13, 2026.
3. Appointments: Summer Conference Assistant appointments are announced by **March 23, 2026**. University reserves the right to cancel appointments at any time for unsatisfactory service or budgetary constraints.
4. Acceptance Forms: Summer Conference Assistants must submit their signed acceptance forms by DocuSign no later than **March 30, 2026**.
5. Additional Requirements: Summer Conference Assistants must be willing to remain on duty during their assigned schedule, which will include weekends, evenings, and Holidays. Must be willing to live in their assigned on-campus residence hall for their appointment.
6. Due to the operational demands of the Summer Conferences program, Summer Conference Assistants are not permitted to enroll in summer coursework at CSULB or any other institution, nor may they engage in additional employment during the period of their appointment.

We appreciate your interest and look forward to receiving your application online by: **Friday, February 20, 2026, by 5:00 p.m.**