'EERS – Customer Service

The Event Experience Resource Staff ('EERS) are primarily responsible for providing customer service to individuals and groups participating in summer conferences and interacting with University Housing Appalachian State University. As a member of the 'EERS staff, an 'EERS is responsible for a variety of administrative and public relations functions including the following:

- Develop positive, open working relationships with conference guests including adolescents attending academic academies and sport camps, freshman students attending summer orientation, and adults attending continuing education or recreational workshops;
- Develop positive working relationships with fellow staff members, including 'EERS, Primary Event Experience Resource staff (PEERS), the Assistant Director for Communications and Conferences, Conference & Camp Services staff (CES), and security staff;
- Act as a positive role model representing Appalachian State University and University Housing;
- With other 'EERS staff, prepare buildings for summer occupancy, including conducting damage inspections and key inventories, preparing bulletin boards, answering phones and setting up hall offices;
- Work check-in and check-out events of conference guests, including providing good customer service, conducting pre- and post-room checks for damages, completing appropriate paperwork, and inventorying room keys;
- Work at the service desk, providing customer service to conference guests by assisting with early or late check-ins and check-outs, answering questions, submitting work orders, and responding to guest needs;
- Provide overnight duty as needed to conference guests and summer school students;
- Attend a weekly staff meeting to coordinate efforts with other staff and receive updates;
- Provide appropriate and timely feedback about each conference process to 'PEERS and/or the Assistant Director; and
- Complete other tasks as assigned by the 'PEERS or other University Housing professional staff.

Dates of Employment
Start date is May 22, 2023 and will continue through Friday, August 4th, 2023. 'EERS will work an average of 25-30 hours per week. Hours will vary from week to week based on conference schedules, duty schedules and desk schedules.

Compensation
'EERS will be paid $11.50 per hour and will work a minimum of 20-25 hours per week. 'EERS are not required to live on campus for the summer, but must live within 15 minutes to campus. 'EERS choosing to live on campus will be provided housing free of cost. All 'EERS will be required to sleep in the hall for which they are on duty, whether they live on campus or not. A room will be provided for this for each conference. Housing contracts for 'EERS will end on Tuesday, August 8th. This means that 'EERS who are not living on campus for the 2023-2024 academic year AND working with University Housing over the break between Summer and Fall semesters will need to find other housing accommodations beginning on August 9th.

Qualifications for Event Experience Resource Staff

- Must have a minimum grade point average of 2.30
- Must be in good standing with the Office of Student Conduct
- Must not engage in or agree to additional on-campus employment while employed as an 'EERS
- Must be enrolled in classes for Summer 2023 or Fall 2023 (cannot graduate in May 2023)
- Must be able to work 20-25 hours a week
- Must be able to commit to night and weekend shifts.