

CONFERENCE SERVICES

Business Manager

SUMMER JOB

PRIMARY FUNCTION

This supervisory position is a summer internship with Residence Life, and is responsible for facility operations, guest/group services, cash operations and the development of billings and accounts receivable, and mail services for the Conference Services program. Position reports to the Conference Services professional staff and has lateral responsibilities to the Operations and Housekeeping Managers. This position supervises one mail staff, four guest services reps, and two night auditors.

PRIMARY DUTIES AND RESPONSIBILITIES

FACILITIES

1. Responsible for room assignments and group monitoring in the 24-hour business center hall.
2. Monitor building condition reports and follow-up.
3. Ongoing communication with Residence Life Maintenance and Custodial, including weekly meetings.
4. Perform regular key audits before and after group arrival and departure.
5. Order replacement keys, per established procedures.
6. Ensure that the first floor common areas are kept clean and orderly.

ACCOUNTING

1. Assist with the preparation and collection of partial and/or final billings for each group or individual, including rent fees, damages, key charges, etc.
2. Make revenue deposits as necessary in keeping with department and University requirements. Required to perform daily reconciliations of cash drawer, reserve bank, and shift reports.
3. Required attendance at cash handling training in conjunction with Conference Services Manager.

MAIL SERVICES

1. Coordinate efforts to remove past residents' names and addresses off bulk advertising.
2. Primary contact to troubleshoot mail related concerns.
3. Maintain supplies in mail room.
4. Maintain current forwarding address labels, as needed.

STAFF

1. Assist in staff selections, training and performance appraisals.
2. Schedule guest services representative and night auditor staff for 24-hour desk, and mail services staff for mail room.
3. Cover or provide additional support for desk and mail room shifts, as required or as needed.
4. Address performance related concerns, and recognize/reward positive behavior immediately, and document same.
5. Coordinate bi-monthly staff meetings.
6. Assure accurate and timely payroll submittals, per established procedures.

ADMINISTRATIVE

1. Carry a cell phone at all times except when given leave by the Conference Services professional staff.
2. As Manager-on-Duty, document and report emergency situations, per established procedures.
3. Assist in development and delivery of training for Conference Services staff.
4. Evaluate Conference Services program as required or requested. Submit a comprehensive program report by the end of August evaluating operations and making recommendations for future implementation.
5. Support the Conference Services program as necessary.
6. Attend all mandatory staff meetings.
7. Related duties as assigned or required.

QUALIFICATIONS

Required Qualifications

1. Positive attitude; team player.
2. NO summer session classes may be taken.
3. Additional employment is NOT permitted due to the need for flexible scheduling and availability at various hours, seven days a week.
4. Strong interpersonal communication skills.
5. Strong commitment to customer service.
6. Strong organizational skills and demonstrated ability to multi-task.
7. Availability on a part-time basis mid-March to mid-May; full-time basis mid-May through mid-August.
8. Valid U.S. driver's license, for at least three years, with a clean driving record.

Additional Preferred Qualifications

1. Working knowledge of Residence Life operations.
2. Previous supervisory experience.
3. Prior conference services and/or hospitality industry experience.
4. Must live on campus for the summer.

BENEFITS

1. A salary of \$4,800.00 will be provided from May 17 – August 8, 2010. Hourly August 9 – August 15, 2010.
2. A single occupancy room in a residence hall with cable television, Ethernet connection, and local telephone service will be provided from May 16 – August 14, 2010.

