

# CONFERENCE SERVICES

## *Operations Manager*

### SUMMER JOB

#### PRIMARY FUNCTION

This supervisory position is a summer internship with Residence Life, and is responsible for all desk operations, except Coronado Hall and the summer session facility. Position reports to the Conference Services professional staff and has lateral responsibilities to the Business and Housekeeping Managers.

#### PRIMARY DUTIES AND RESPONSIBILITIES

##### OPERATIONS

1. Maintain supplies, forms and relevant group information in occupied halls.
2. Ensure security of all occupied buildings, per established procedures.
3. Perform regular key audits before group arrival and immediately after group departure.
4. Order replacement keys, per established procedures.

##### STAFF

1. Assist in staff selections, training and performance appraisals.
2. Schedule staff for desk operations, and related tasks as necessary.
3. Address performance related concerns, and recognize/reward positive behavior immediately, and document same.
4. 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 policies and 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 \$5,280.00 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.

