



## Conference Services Student Manager Job Description

### SUMMARY:

Reporting to the Assistant Director of Housing Operations and Conference Services, the Conference Services Student Manager positions will contribute to the University of Dayton mission by representing UD's welcoming and inclusive campus to outside and internal guests, and ensuring that every guest is treated with respect and openness. Core areas of responsibility will include: Administration and Customer Service, with an opportunity to specialize in one of two functional areas: **Logistics & Set-up** or **Residential Accommodations**.

### CORE RESPONSIBILITIES:

Administration: Collaborate with the Conference Services leadership team in the following areas including but not limited to:

- Staff Management/Supervision – 1) maintain staff rosters, contact lists and phone trees, 2) communicate updates to conference staff and copy the Conference Services leadership team, 3) work with the Conference Services Graduate Assistant on desk coverage, logistics & set-up team coverage, room preparation team coverage, scheduling conflicts, and time off requests. 4) Ensure proper payroll reporting, 5) Organize and facilitate summer conference staff social and developmental opportunities.
- Participating in regular campus partner meetings on conference updates.
- Serve in an on-call capacity for summer conference staff.

Customer Service:

- Maintain high visibility with guests and conference staff.
- Respond to FAQs and direct accordingly.
- Maintain a service-oriented atmosphere.

Other:

- Understands, abides by, and enforces the policies and procedures set forth in the conference manual.
- Perform other duties as assigned.

### FUNCTIONAL AREA RESPONSIBILITIES:

#### **Logistics & Set-up**

Media/Technology:

- Arrange for and confirm guest internet and/or cable access prior to and during conferences.
- Monitor and ensure projectors, screens, cameras, televisions, etc. are in working order in the lobbies and meeting rooms prior to, during, and after conferences. Follow-up with appropriate personnel for problems.



## Meeting Room Set-up:

- Coordinate staff teams to set up/take down meeting chairs and tables in lobbies and meeting rooms for each scheduled meeting in selected spaces.

## Logistics/Coordination:

- Collaborate with the Conference Services Graduate Assistant to assist conference coordinator(s) with their conference registration and set-up to include arranging physical set-up as well as coordination and logistical assistance.
- Work with Parking Services and Public Safety to ensure appropriate arrangements are made prior to conference group arrival, including but not limited to:
  - Driving/traffic patterns through and around campus
  - Special Parking Lot requests
  - Guest parking permits
- Oversee the creation, placement, and maintenance of *exterior* welcome & directional signage for conference groups. Assist Residential Accommodations managers with *interior* signage and bulletin boards.

## **Residential Accommodations**

Desk Oversight: Ensure smooth and efficient function of day-to-day desk operations. Responsibilities include, but are not limited to the following:

- Key Management – 1) oversee the inventory, preparation, and storage of keys and door access cards, 2) order lock changes.
- Desk Management – 1) manage conference staff supplies including but not limited to maintaining and providing appropriate logs, 2) post information for staff related to desk operations, 3) oversee the processing of lost & found items including working with the Conference Services Graduate Assistant to contact the conference coordinator(s) regarding lost or found items, 4) ensure that conference staff are monitoring and verifying building traffic for safety & security issues, 5) ensure that conference staff are following up on maintenance issues reported by guests.
- Residential Check-in/Check-out – Oversee logistics of conference group check-ins/outs: 1) double-check activity in designated conference management software and follow-up on any issues, 2) be present and fill in at the desk as needed during rush times, 3) address accommodations concerns with guests at the desk, 4) make any adjustments to conference assignments and update appropriate records accordingly.



- Room Preparation: Ensure that rooms are cleaned and properly outfitted in a timely manner. Responsibilities include, but are not limited to the following:
  - Prior to conference group arrival – 1) manage the inspection of all guest rooms prior to guest arrival and follow-up on any issues with appropriate personnel, 2) oversee the creation, placement, and maintenance of interior bulletin boards, welcome signage, and directional signage.
  - On-going – 1) manage a regular walk-through schedule to verify vacant and occupied rooms for appropriate action, 2) create and maintain paper systems and conference management software to keep track of on-going room status.
  - After conference group departure – manage the inspection of all rooms immediately following guest departure and follow-up on any major issues with appropriate personnel.

#### MINIMUM QUALIFICATIONS:

- Must be available between Monday, April 16 to Friday, April 27 for an initial orientation – tailored to student schedules.
- Must be available for the entire duration of the conference season. The 2019 conference season is during the following dates: Sunday, May 19 – Wednesday, August 7, 2019.
- Must not have outside employment during the conference season.
- Must demonstrate excellent interpersonal communication skills.
- Must demonstrate success in a previous leadership experience.
- Must be detail-oriented.
- Must be comfortable with an on-call rotation.
- Must be comfortable with confrontation.
- Must be comfortable working in a fast-paced environment.
- Must clear a national background check.

#### PREFERRED QUALIFICATIONS:

- Previous experience with a conference, customer service, or hospitality operation.
- Familiarity with StarRez.
- Demonstrated and successful experience working with people from diverse backgrounds.
- Knowledge of and sensitivity to a Catholic Marianist work environment.

#### COMPENSATION & BENEFITS:

- \$2,000 stipend to work full-time (avg. 40 hours per week) during the conference season.
- A furnished, shared apartment with another conference student manager is included.
- \$500 meal plan block.