



Title of the position

Conference Manager

Department

Housing and Residence Life

Term of employment

Spring/Summer 2011

Conference Manager General Information

The purpose of this position is to provide supervision and management of conference assistants and their position responsibilities. The position will also include facilities management responsibilities.

Qualifications

- Current Grand Valley State University graduate student
- Good academic (min. 3.0 GPA) and disciplinary standing
- Guest relations experience
- Strong commitment to customer service
- Strong interpersonal communications skills
- Management and supervision skills

Position Requirements

- Work 30 to 40 hours per week (Nights and weekends included)
 - Hours may be sporadic
- Required to live on campus for the summer
- Approval of summer school enrollment or additional employment from Assistant Director of Conference and Guest Services

Position Responsibilities

FACILITIES MANAGEMENT

- Complete key and card audit pre and post guest stay
- Conduct post-conference room checks, key inventory, lost items, document any damages or lost keys
- Coordinate room cleaning schedule with Facilities staff
- Work with Living Center Directors to schedule facilities checks in May and August

PARENT ORIENTATION MANAGEMENT

- Schedule and coordinate staff for room preparation
- Prepare, reconcile and settle all camp, conference and parent orientation monetary transactions
 - Make weekly collection and deposits of funds
 - Reconcile and settle payments and accounts receivables

CAMP and CONFERENCE SUPERVISION

- Make regular contact with groups to make sure their housing needs are being met
- Organize the housing assignments of all summer camps and conferences
- Schedule and coordinate staff for room preparation
- Make appropriate arrangement with campus partners to prepare for incoming conferences
- Organize and schedule staff for check-in and check-out of guests
- Assist with billing process for lost keys, overnight stays, damages to the living centers
- Conduct post conference staff meeting to evaluate services and obtain feedback

ADDITIONAL ADMINISTRATIVE RESPONSIBILITIES

- Scheduling Conference Assistant hours for the Mailroom, Imagination Station and Guest Services Desk
- Oversee the daily operations of the Mailroom, Imagination Station, and Guest Services Desk
- Order and provide supplies for the Mailroom, Imagination Station, and Guest Services Desk
- Submit written reports as required
- Maintain weekly communication with supervisors and CA staff
- Ensure the accuracy of all administrative forms including the credit card machine

LEADERSHIP

- Assist with training of Conference Assistants
- Provide "on-duty" coverage for north campus and additional areas occupied by guests
- Provide performance evaluations for CA staff
- Other duties as assigned

Reports to:

- Assistant Director of Residential Camps and Conferences
- Conference Directors

Remuneration

- Professional, leadership, and team building skills
- Free single occupancy unit
- \$ 9.50 per hour

Supervises:

- Conference Assistants