General Description

This position supervises Conference Assistants in their responsibilities on the Allendale or Pew Campus. The position includes additional responsibilities in Facilities and Guest Services.

Qualifications

• Current Grand Valley student enrolled in HTM 490 or EDH 685/EDH 686 or related experience
• Good academic and disciplinary standing

Preferred Qualifications

• Strong administrative/clerical skills
• Strong commitment to customer service
• Management and supervision skills and experience
• Guest relations experience
• Ability to actively participate and work on a team
• Strong critical thinking skills
• Strong interpersonal communication skills

Requirements

• Work approximately 30-40 hours a week ○ Hours may vary and be sporadic
  • Required to live on-campus for Spring/Summer 2016 term
  • No time away is allowed during July 9-August 6
  • Approval of enrollment of HTM 490 or EDH 685/EDH 686 if completing internship

Responsibilities

Facilities Management

• Complete key and access card audits pre and post guest stay
• Conduct post-conference room checks, key inventory, damage/lost key documentation
• Coordinate room turnover/cleaning schedule for Facilities staff
• Work closely with Conference Coordinators to schedule facilities checks in May Orientation & Guest Management
• Schedule and coordinate staff for guest room preparation
• Prepare, reconcile, and settle all monetary transactions
  • Weekly collections and deposits of funds
• Reconciliation of payments/account receivable

Camps & Conferences Supervision

• Regularly connect with groups to ensure their housing needs are met
• Organize the housing assignments of all summer camps and conferences
• Schedule and coordinate staff for room preparations
• Make appropriate arrangements with campus partners to prepare for incoming conferences
• Organize and schedule staff for check-in and out of guests
• Assist with billing process for lost keys, overnight stays and damages to living centers

Reports To

• Conference Managers report to Client Services Manager

Additional Administrative Responsibilities

• Create weekly schedules for Conference Assistants including tasks to be completed
• Oversee the daily operation of Camps and Conferences
• Submit written reports as required
• Maintain weekly communication with supervisors and CA staff
• Ensure the accuracy of all administrative forms, including but not limited to credit card reconciliations and group summary reports

Leadership

• Assist in the training of Conference Assistants
• Provide “on-call” coverage for both campuses
• Execute performance evaluations for CA staff
• Additional duties as assigned

Compensation

• Conference Managers are considered student employees at Class 1, receiving minimum wage of $10.00 per hour. CM’s will work a minimum of approximately 30 hours per week and no more than 40 hours per week
• Conference Managers will be assigned to a single occupancy unit in a Living Center for the summer.

How to Apply

• Interested applicants must apply through Job Board, you will be required to upload a résumé, complete two short answer questions and include two
professional references

• Select applicants will be offered an interview with Conference Staff

Applicants will receive notification of employment decisions in late January Grand Valley State University Residential Camps and Conferences employment opportunities are open to eligible/qualified persons without regard to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital status, or family status. Persons with disabilities have the right to request and receive reasonable accommodations.