



Position Description for **Assistant Hospitality Manager**

Reports To	Assistant Director of Hospitality
Period of Employment	Spring Semester (part-time), Summer (full-time)
Hours	40 hr/wk during the summer, varied hours during the spring semester. Overtime may be required during peak occupancy
Compensation	\$17.00 per hour plus summer housing
Requirements	Students must be in good standing with the university and all of its policies including
Preferences	A valid driver's license along with no outside commitments such as summer school or another job

The Assistant Hospitality Manager (AHM) is responsible for planning the Hospitality work schedules for assigned areas of campus, directly supervising 1 - 3 Hospitality Supervisors and several Summer Conference Hospitality Desks. In addition, the AHM assists the Assistant Director of Hospitality with a variety of tasks, both inside and outside the office, and may act as the Administrative Supervisor for 8 - 12 assistant employees. Scheduling, key audits, training, and other Hospitality related tasks will be part of the everyday work. The AHM will also play a key role in helping to maintain the customer service standards of the Summer Conference Program. Conferences & Visitor Services is an equal opportunity/affirmative action employer, all qualified applicants will receive consideration for employment.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Assistant Hospitality Manager will receive a good rating in the following performance factors:

- Exhibiting professionalism through verbal communication, body language, and appearance.
- Displaying competence through preparedness, explaining policies, and resourcefulness.
- Demonstrating independence with reliability, organizational skills, and time management abilities.
- Showing teamwork through promoting inclusion, being accountable, and displaying empathy.
- Exhibiting leadership in the areas of supervision, trustworthiness, and communication.
- Demonstrating critical thinking skills through problem solving, innovation, and flexibility.

Specific Responsibilities:

A. Area Management Responsibilities

1. Plan staffing needs for Summer Conference Hospitality Desks, including check-ins, occupancy periods, and check-outs (working with Program Management to determine specific staffing needs).
2. Request the necessary staffing for shifts within the assigned area.

B. Personnel Administration

1. Assist in the hiring of the Summer Conferences staff.
2. Aid with the design and delivery of training and development for the staff.
3. With the Assistant Director of Hospitality, maintain the disciplinary/grievance process.

4. Directly supervise 1-3 Hospitality Supervisors.
5. Document performance issues using accountability records and assist with staff performance evaluations.

C. Administrative Duties

1. Assist with the creation and maintenance of policies, procedures, and staff manuals.
2. Responsible for the creation and maintenance of administrative forms.
3. Order lock core changes through Residential Facilities for lost keys.
4. Oversee the opening and closing of all desks in assigned community.
5. Provide administrative support as required.
6. Perform special projects as assigned.

D. Summer Management Team

1. Complete a Summer Annual Report offering suggestions for improvement and evaluating summer operations.
2. Prepare for, attend, and participate in meetings pertaining to summer operations.
3. Meet with the Assistant Director of Hospitality on a regular basis and keep them informed of any problems, situations, etc.
4. Contribute to and encourage the development of positive working relationships between summer staff, guests, vendors, and other University Departments.
5. Cultivate and develop an inclusive and equitable working environment.
6. Work with the summer management team to develop and evaluate standards for summer operations.
7. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

E. Duty System

1. Carry a cell phone for the entire summer period.
2. Respond to all calls and ensure phone is in working order.

F. All Other Duties as Assigned