



DIVISION OF
STUDENT AFFAIRS
CONFERENCES & VISITOR SERVICES

Position Description for **Assistant Program Manager**

Reports To	Program Manager
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
Preferences	A valid driver's license along with no outside commitments such as summer school or another job

The Assistant Program Manager (APM) is a student supervisory position that is responsible for assisting in the coordination and preparation of conference needs for campus programs and their guests. As a detailed and meticulous position, the APM will be involved in all phases of the conference planning ensuring that all materials and services are arranged correctly and run smoothly during the program. Groups will include adult/youth conferences, athletic camps, special events, and University of Maryland academic programs. APMs will work with various service providers and campus departments (i.e. Dining Services, Resident Life, Transportation Services, The Stamp, etc.) to ensure that all rosters, services, and other required logistical needs are accurate, up-to-date, and blend in seamlessly with the 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 Program 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 innovation.
- Demonstrating independence with reliability and organizational/time management skills.
- Showing teamwork through promoting inclusion, being accountable and displaying empathy.
- Exhibiting leadership in the areas of supervision, trustworthiness and communication.
- Demonstrating critical thinking by being resourceful, solving problems and being flexible.

Specific Responsibilities:

A. Client Relations

1. Develop and maintain relationships with clients and staff.
2. Follow up with the client through regular communication to ensure accurate and timely record keeping.
3. Regularly update, meet, and communicate with the Program Manager.

B. Administrative and Conference/Event Duties

1. Be well informed of conference details and changes, and be flexible and creative when changes are needed.

2. Acquire necessary information on contracted due dates from clients.
3. Manage meal/access cards on behalf of program (pickup, assigning, labeling, and accounting).
4. Prepare room rosters and housing assignments prior to groups' arrival.
5. Attend and manage check-ins/outs for each group assigned, monitor events and room setups, and troubleshoot problems when necessary.
6. Audit processes associated with check-ins and work with the hospitality team to ensure records are accurate for post event close out.
7. Place and remove directional and informational signs as needed.
8. General office tasks: data entry, copying, shredding, scanning, organizing work areas, maintaining office appearances, etc.
9. Conduct regular audits of the parking permit books for assigned groups.
10. Work independently, with little supervision, to complete assigned projects and oversee group events.
11. Double check all completed conference materials for accuracy prior to submitting to any service provider.

C. Summer Management Team

1. Prepare for, attend, and participate in various meetings.
2. Continue to develop and encourage positive working relationships among summer conferences staff.
3. Cultivate and develop an inclusive and equitable working environment.
4. Follow up with staff issues, i.e. disciplinary, communication, etc.
5. Coordinate conference needs among C&VS functional areas.
6. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

D. Duty System

1. Carry a cell phone during the summer and respond to all calls.
2. Auditing duties for each assigned group to include: updating StarRez, tracking meal cards, and assisting with compiling a final bill for the group.
3. Handle emergency situations calmly and with authority.

E. All Other Duties as Assigned