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**
$9.25+ per hour plus summer housing.

**Requirements**
A valid driver’s license.

The Assistant Program Manager (APM) is responsible for professionally servicing the needs of conference groups and their participants. The APM will be involved in all phases of the conference program for the servicing of specific conferences while assisting their assigned Program Manager, for the smooth running of the conference. Groups will include adult/youth conferences, athletic camps, special events, and UM academic programs.

**Specific Responsibilities:**

**A. Job Duties**
1. Assist in acquiring necessary information on contracted due dates from clients.
2. Follow up with the coach/client through regular communication to ensure adequate record keeping.
3. Regularly update, meet, and communicate with the Program Manager, and others when necessary.
4. Work collegially, develop relationships and maintain a spirit of cooperation between all contacts and staff.
5. Be well informed on conference details and changes, and be able to be flexible and creative when changes are needed.
6. Manage room rosters and housing assignments
7. Attend and manage check in/out for each group assigned to you; troubleshoot problems when necessary.
8. Handle emergency situations calmly and with authority.
9. Check on and solve potential problems with events and room set ups.
10. Serve as an office runner, courier, messenger, etc. as needed.
11. Place and remove directional and informational signs as needed.
12. Answer phones and assist office visitors, guests, and the Administrative Assistant as needed.
13. General office tasks: data entry, faxing, copying, organizing work areas, maintaining office appearances, etc.
14. Conduct informational tours of campus when necessary.
15. Work independently, with little supervision, to complete assigned projects and overseeing group events.
16. Double check all completed conference materials for accuracy prior to turning them over to any service provider.
17. Carry a cell phone during the summer and respond to all calls.
18. Attendance at all meetings to include: team meetings, summer management meetings, etc.
19. Auditing duties for each assigned group to include: updating Conference Programmer as the group departs, tracking meal cards and compiling a final bill for the group.
20. Conduct regular audits of the parking permit books for assigned groups.

**B. All Other Duties as Assigned**