Position Description for **Assistant Hospitality Manager**

**Reports To**  Hospitality 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** $9.75 - $10.25 + per hour plus summer housing.  
**Requirements** 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 1-4 Hospitality Supervisors and several Summer Conference Hospitality Desks. In addition, the AHM assists the Hospitality Manager with a variety of tasks, both inside and outside the office, and acts as the Administrative Supervisor for 10-15 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.

**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 Hospitality Manager, maintain the disciplinary/grievance process.
4. Directly supervise one to four 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 Hospitality Manager 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. Work with the summer management team to develop and evaluate standards for summer operations.

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