

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	\$10.75 per hour plus summer housing. Wage increases to \$11.25 on 7/1/2017.
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 1-4 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 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.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Assistant Hospitality Manager will be proficient in the following:

- Exhibit professionalism through verbal communication, body language and appearance.
- Display competence through preparedness, explaining policies and innovation.
- Demonstrate independence by showing their reliability and organizational/time management skills.
- Show teamwork through building relationships, being accountable and displaying empathy.
- Exhibit leadership in the areas of supervision, trustworthiness and communication.
- Demonstrate critical thinking by being resourceful, solving problems and being flexible.

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 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 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. 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