

## Position Description for **Assistant Operations Manager**

<b>Reports To</b>	Assistant Director of Operations
<b>Period of Employment</b>	Spring Semester (Part Time), Summer (Full Time)
<b>Hours</b>	40 hr/wk during the summer, varied hours during the spring semester. Overtime may be required during peak occupancy.
<b>Compensation</b>	\$11.25 per hour plus summer housing. Wage increases to \$12.00 on 7/1/2018.
<b>Requirement</b>	Valid Driver's License with fewer than 5 points.

The Assistant Operations Manager (AOM) is responsible for coordinating room prep and cleaning before and after guests visit the campus, as well as linen and flier placement in guest rooms when necessary. The AOM maintains an accurate record of all inventories, receives cleaned linen from the vendor, and sends soiled linens to be cleaned. The Assistant Operations Manager will keep regular office hours and will also oversee the inventory, logging, and storing of all lost and found items discovered during the summer.

### **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 by showing their reliability, organizational skills, and time management abilities.
- Showing teamwork through building relationships, 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. Personnel Administration**

1. Participate in training of the Hospitality and Service Assistants.
2. Develop scheduling needs for appropriate staffing plans.
3. Provide on-site supervision of staff in the field and in storage rooms.
4. Assist Service Assistants as needed.

#### **B. Service Administration**

1. Provide each guest with a clean, properly arranged room as required.
2. Perform quality control checks of completed work.
3. Conduct/coordinate public area inspections before any occupancy.
4. Lock all doors before any occupancy, unless instructed otherwise
5. Maintain and use cleaning supplies in the proper fashion.
6. Report work orders in a timely fashion.
7. Supervise and organize the schedule for linen pick-ups and deliveries from the vendor, maintain contact with the company representative.
8. Insure proper storage and accounting of linens.

9. Report any irregularities in service from the linen vendor immediately.

**C. Administrative Duties**

1. Responsible for locating, tagging, and logging all lost and found items.
2. Responsible for creating and updating the service calendar and tracking completion of daily service activities.
3. Maintain all logs and administrative materials used for service operations.
4. Provide administrative support as required.

**D. Conference Administration**

1. Conduct your work from a customer service perspective.
2. Document any problems using an incident report.

**E. Summer Management Team**

1. Continue to develop and encourage positive working relationships among summer conferences staff.
2. Follow up with staff issues.
3. Evaluate staff performance.
4. Assist in the preparation and delivery of staff training and development.

**F. Duty System**

1. Carry a cell phone for the entire summer period.
2. Serve as a member of the duty schedule.
3. Respond to all calls and ensure phone is in working order.

**G. All Other Duties as Assigned**