

## Position Description for **Assistant Hospitality Manager - Orientation**

<b>Reports To</b>	Assistant Director of Hospitality
<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>Preferences</b>	A valid driver's license along with no outside commitments such as summer school or a second job.

The Assistant Hospitality Manager – Orientation (AHM) is responsible for professionally servicing the needs of the University of Maryland's Summer Orientation and their participants. The AHM will be involved in all phases of the conference program while assisting the Assistant Director of Hospitality, for the smooth running of the conference. In addition, the AHM will assist the Assistant Director of Hospitality with a variety of tasks, both inside and outside the office. 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 Orientation 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 with 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. Area Management Responsibilities**

1. Plans staffing needs for the Orientation Hospitality Desk, including check-ins, occupancy periods, and check-outs of Orientation.
2. Requests the necessary staffing for shifts within the assigned area.

#### **B. Personnel Administration**

1. Assist in the hiring of the Hospitality Assistant 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. Produce any necessary supplements to the summer employee manual.
5. Document performance issues using accountability records and assist with staff performance evaluations.

### **C. Administrative Duties**

1. Responsible for the creation and maintenance of administrative forms.
2. Provide administrative support and perform special projects as assigned.
3. Order lock core changes through Residential Facilities for lost keys.
4. Oversee the opening and closing of the Orientation Hospitality desk.
5. Be well informed on Orientation details and changes, and be able to be flexible and creative when changes are needed.
6. Handle emergency situations calmly and with authority.
7. Check on and solve potential problems with events and room set-ups.
8. Place and remove directional and informational signs as needed.
9. Work independently, with little supervision, to complete assigned projects and overseeing group events.
10. Double check all completed conference materials for accuracy prior to turning them over to any service provider.
11. 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.

### **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**