

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	\$10.75 per hour plus summer housing. Wage increases to \$11.25 on 7/1/17.
Preferences	A valid driver's license and no outside commitments such as a job or classes.

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.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Assistant Program 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. Client Relations

1. Develop relationships and maintain cooperation between all contacts and staff.
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.

B. Administrative and Conference/Event Duties

1. Be well informed on conference details and changes, and be able to be flexible and creative when changes are needed.
2. Assist in acquiring necessary information on contracted due dates from clients.
3. Manage room rosters and housing assignments
4. Attend and manage check in/out for each group assigned to you; troubleshoot problems when necessary.
5. Check on and solve potential problems with events and room set ups.
6. Place and remove directional and informational signs as needed.
7. Answer phones and assist office visitors, guests, and the Administrative Assistant as needed.

8. General office tasks: data entry, faxing, copying, organizing work areas, maintaining office appearances, etc.
9. Conduct regular audits of the parking permit books for assigned groups.
10. Work independently, with little supervision, to complete assigned projects and overseeing group events.
11. Double check all completed conference materials for accuracy prior to turning them over to any service provider.

C. Summer Management Team

1. Prepare for, attend, and participate in various meetings to include: team and summer management meetings.
2. Continue to develop and encourage positive working relationships among summer conferences staff.
3. Follow up with staff issues.

D. Duty System

1. Carry a cell phone during the summer and respond to all calls.
2. 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.
3. Handle emergency situations calmly and with authority.

E. All Other Duties as Assigned