

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	\$12.00 - \$13.00 per hour plus summer housing.
Preferences	A valid driver's license and no outside commitments such as a job or classes.

The Assistant Program Manager (APM) is a full time student supervisory position that is responsible for assisting in the coordination and preparation of conference needs for campus programs and their guests. As a detailed and meticulous position, the APM will be involved in all phases of the conference planning ensuring that all materials and services are arranged correctly and run smoothly during the program. Groups will include adult/youth conferences, athletic camps, special events, and University of Maryland academic programs. APMs will work with various service providers and campus departments (i.e. Dining Services, Resident Life, Transportation Services, The Stamp, etc.) to ensure that all rosters, services, and other required logistical needs are accurate, up-to-date, and blend in seamlessly with the program.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Assistant Program 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 innovation.
- Demonstrating independence with reliability and organizational/time management skills.
- Showing teamwork through building relationships, being accountable and displaying empathy.
- Exhibiting leadership in the areas of supervision, trustworthiness and communication.
- Demonstrating critical thinking by being resourceful, solving problems and being flexible.

Specific Responsibilities:

A. Client Relations

1. Develop and maintain relationships with clients and staff.
2. Follow up with the client through regular communication to ensure accurate and timely record keeping.
3. Regularly update, meet, and communicate with the Program Manager.

B. Administrative and Conference/Event Duties

1. Be well informed on conference details and changes, and be flexible and creative when changes are needed.
2. Acquiring necessary information on contracted due dates from clients.
3. Manage room rosters and housing assignments.
4. Attend and manage check ins/outs for each group assigned, monitor events and room set ups, and troubleshoot problems when necessary.
5. Place and remove directional and informational signs as needed.
6. General office tasks: data entry, faxing, copying, shredding, scanning, organizing work areas, maintaining office appearances, etc.
7. Conduct regular audits of the parking permit books for assigned groups.

8. Work independently, with little supervision, to complete assigned projects and overseeing group events.
9. Double check all completed conference materials for accuracy prior to submitting to any service provider.
10. Answer phones and assist office visitors, guests, and the Administrative Assistant as needed.

C. Summer Management Team

1. Prepare for, attend, and participate in various meetings.
2. Continue to develop and encourage positive working relationships among summer conferences staff.
3. Follow up with staff issues, i.e. disciplinary, communication, etc.
4. Coordinate conference needs among C&VS functional areas.

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, tracking meal cards, and assisting with compiling a final bill for the group.
3. Handle emergency situations calmly and with authority.

E. All Other Duties as Assigned