

Position Description for **Hospitality Supervisor**

Reports To	Assistant Hospitality 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	\$10.25 per hour plus summer housing. Wage increases to \$10.75 on 7/1/17.
Preferences	A valid driver's license along with no outside commitments such as summer school or a second job.

The Hospitality Supervisor (HS) is responsible for managing and overseeing all hospitality functions for the housing piece of the conference program. The HS's duties include, but are not limited to: delivering group related materials, key and desk management, on site check-in and out management, check-in/out audits, etc. The Hospitality Supervisor also serves as the team leader for a group of 10-15 employees and directs their team in meetings and challenges.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Hospitality Supervisor 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. Personnel Administration

1. Assist in the hiring of the Hospitality Assistant staff.
2. Aid the design and delivery of training and development to the staff.
3. Schedule and lead team meetings and challenges.
4. Assist other supervisors with finding replacements or filling in for missed/vacant shifts.
5. Act as a resource for the summer guest and staff members, serve as a liaison in emergency situations.
6. Document performance issues using accountability records and assist with staff performance evaluations.
7. Conduct spot checks of the hospitality desks during daily shifts.
8. Ensure Check In/Check Out Sheets, keys, and access cards are properly maintained and secured at the Summer Conference Hospitality Desks.

B. Key Management

1. Work in conjunction with the Assistant Director of Hospitality, and the Assistant Hospitality Managers to handle all key operations for assigned communities.

2. Responsible for maintaining key policies at the Hospitality Desks.
3. Ensure key and Check In/Check Out Sheet audits are performed properly.
4. Assist Key Specialists with key packing prior to a group's check-in.

C. Administrative Duties and Desk Management

1. Oversee supervision and maintenance of all Summer Conference Hospitality Desks in assigned community.
2. Supervise all procedures at the desks.
3. Manage desk operations and appearance. Ensure inventory and supplies are well stocked.
4. Ensure that all logs and administrative materials are present at the desks.
5. Open and close all desks in assigned community.
6. Provide administrative support as required.
7. Perform special projects as assigned.
8. Serve as a member of the hospitality rotation duty schedule ensuring the hospitality offices are staffed during normal business hours.

D. Guest Accounting and Assignments

1. Perform major tasks associated with preparing for and supervising group check-ins and outs.
2. Supervise on-site room assignments.
3. Ensure by-room accuracy for assigned groups.
4. Ensure Check In/Check Out Sheets and meal cards are properly maintained.
5. Assist specialists with check- in and check-out reports for each group.

E. Conference Administration

1. Work closely with the Assistant Hospitality Manager and Program Manager to obtain information about special needs for various groups.
2. Maintain communication with group chaperons.
3. Conduct assignments from a customer service perspective.
4. Document any problems using an Incident Report.
5. Serve as the on-site liaison for groups in the residence halls.

F. Summer Management Team

1. Continue to develop and encourage positive working relationships among summer conferences staff.
2. Follow up with staff issues.
3. Prepare for, attend, and participate in meetings that pertain to summer operations.

G. Duty System

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

H. All Other Duties as Assigned