

Position Description for **Service Supervisor**

Reports To	Assistant Operations 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.
Requirement	A valid driver's license with fewer than 5 points.

The Service Supervisor 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. While managing a full time cleaning crew the Service Supervisor insures that all rooms and common areas meet established standards, and manages cleaning supplies, linen and other inventory.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Service 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 preparation and delivery of staff training and development.
2. Develop scheduling needs for appropriate staffing plans.
3. Provide on-site supervision of staff in the field and in storage rooms.
4. Conduct spot checks of guest rooms after work is completed.

B. Service Administration

1. Provide each guest with 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.

C. Administrative Duties

1. Responsible for locating, tagging, and logging all lost and found items.

2. Assist Assistant Operations Manager with updates to the service calendar.
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 and evaluate staff performance.

F. Duty System

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

G. All Other Duties as Assigned