



Position Description for **Assistant Hospitality Manager**

Reports To	Assistant Director of Support Services
Period of Employment	Spring Semester (part-time), Summer (full-time)
Hours	30-35 hr/wk during the summer, varied hours during the spring semester. Overtime may be required during peak occupancy
Compensation	\$17.00 per hour plus option of summer housing in Leonardtown
Requirements	Students must be in good standing with the university and all of its policies including
Preferences	A valid driver’s license along with no outside commitments such as summer school or another job

The Assistant Hospitality Manager (AHM) is responsible for planning the Hospitality work schedules for assigned areas of campus, directly supervising 1 - 3 Hospitality Supervisors and several Summer Conference Hospitality Desks. In addition, the AHM assists the Assistant Director of Support Services with a variety of tasks, both inside and outside the office, and may act in place of the Hospitality Supervisor. The AHM will be assigned a speciality area of focus. Scheduling, key audits, hiring, 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.

Conferences & Visitor Services is an equal opportunity/affirmative action employer, all qualified applicants will receive consideration for employment.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, the Assistant Hospitality Manager will be able to:

- Exhibit professionalism through effective verbal communication, appropriate body language, and professional experience appearance.
- Demonstrate competence by being prepared, accurately explaining policies, and using available resources effectively.
- Work independently by properly managing time, being organized with tasks, and completing tasks accurately.
- Contribute to the team through promoting inclusion, being accountable, and displaying empathy.
- Exhibit leadership skills in the areas of supervision, trustworthiness, and communication.
- Demonstrate critical thinking skills through problem solving, innovation, and flexibility.

Specific Responsibilities:

A. Supervisory Responsibilities

1. Directly supervise 1-3 Hospitality Supervisors.
2. Provide indirect oversight over the operation of several Summer Conference Hospitality Desks.
3. Plan staffing needs for Summer Conference Hospitality Desks, including check-ins, occupancy periods, and check-outs (working with Program Management to determine specific staffing needs).
4. Request the necessary staffing for shifts within the assigned area.
5. Assist in recruiting, selecting, training, and evaluation of 100+ Summer Conferences Assistants.

6. Document performance issues using accountability records and assist with staff performance evaluations.

B. Administrative Duties

1. Assist with the creation and maintenance of policies, procedures, and staff manuals.
2. Maintain processes and procedures for successful desk operations; communicate these processes and protocols to the appropriate departmental staff, as necessary.
3. Responsible for the creation and maintenance of administrative forms.
4. Order lock core changes through Residential Facilities for lost keys.
5. Oversee the opening and closing of all desks in the assigned community.
6. Provide administrative support as required.
7. Perform responsibilities related to assigned special area(s) of focus.

C. 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 Support Services 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. Cultivate and develop an inclusive and equitable working environment.
6. Work with the summer management team to develop and evaluate standards for summer operations.
7. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

D. Duty System

1. Carry a cell phone for the entire summer period.
2. Respond to all calls and ensure the phone is in working order.

E. All Other Duties as Assigned