



**DIVISION OF
STUDENT AFFAIRS**
CONFERENCES & VISITOR SERVICES

Position Description for Assistant Operations Manager

Reports To	Program Manager - Linen Operations
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 the option of summer housing in Leonardtown
Requirements	Students must be in good standing with the University and all of its policies and possess a valid driver's license with fewer than 5 points

The Assistant Operations Manager (AOM) is a student supervisory level position that works directly with professional staff to support and manage the logistical operations of the Starrez housing management system and assist in the execution of Summer Conferences Services. C&VS coordinates over 120 summer programs throughout the campus servicing 75,000 bednights for summer guests each year.

The AOM serves as part of the summer operations team and is directly responsible for ensuring the operational processes within Starrez are executed accurately and on time. Some of the operational processes include, but are not limited to, tracking bookings, adjusting rosters of programs, room swaps, and billing processes. The AOM will also provide oversight for specific shifts for National History Day and other special assignments as directed by the Program Managers.

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 Operations 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. Personnel Administration

1. Participate and contribute to the training of C&VS student staff.
2. Collaborate with hospitality supervisors to address any facilities and/or key issues.
3. Support positive, inclusive, and equitable working relationships among all summer staff.
4. Assist in performance evaluation and follow-up of summer assistant staff.
5. Assist Professional and Supervisory Summer Conferences Team as needed.

B. Starrez & Operational Administration

1. Ensure all conference housing data is accurate, complete, and entered into StarRez in a timely manner.
2. Track group rosters and communicate with Program Management staff to ensure deadlines are met.
3. Assist with updating records to reflect room swaps, cancellations, and other room information.
4. Support the billing process following the check-out process by ensuring Starrez information for each group is correct.

C. Conference Administration

1. Present and conduct yourself in a customer service and professional manner.
1. Document any problems using the official C&VS Incident Report.
2. Work closely with Program Management to obtain information about special needs for various groups.

D. Summer Management Team

1. Continue to develop and encourage positive working relationships among summer conferences staff.
2. Cultivate and develop an inclusive and equitable working environment.
3. Follow up with staff issues.
4. Evaluate staff performance.
5. Assist in the preparation and delivery of staff training and development.
6. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

E. Duty System

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

F. All Other Duties as Assigned