



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

**Position Description for Assistant Service Manager**

<b>Reports To</b>	Program and Linen Operations Manager
<b>Period of Employment</b>	Spring Semester (part-time), Summer (full-time)
<b>Hours</b>	30-35 hr/wk during the summer, varied hours during the spring semester. Overtime may be required during peak occupancy
<b>Compensation</b>	\$17.00 per hour plus option of summer housing in Leonardtown
<b>Requirements</b>	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 Service Manager (ASM) is a student supervisory level position that works directly with professional staff to manage the C&VS Summer Conference Service Linen Operation. C&VS coordinates over 120 summer programs throughout the campus servicing 75,000 bednights for summer guests each year. The ASM will coordinate the summer work calendar, schedule tasks for their direct reports, assign duty shifts, and control inventory supplies to help service these programs. The ASM is ultimately responsible for the distribution, quality control check, collection, and sorting of Service items into summer guest bedrooms. The ASM will also update and maintain the Service Operation database including (but not limited to) invoice tracking, updating new work task lists, establishing and updating the Service Employee Manual, and various training presentations for C&VS staff. The ASM will coordinate with other student supervisory staff to provide support for programs as needed and follow up on all issues related to the Service Linen Team. 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 Service 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 promoting inclusion, 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. Personnel Administration**

1. Participate and contribute to the training of C&VS student staff.
2. Develop scheduling needs for appropriate staffing plans.
3. Updating and following up on any work tasks on the Service Website
4. Maintaining all Service Linen Operation equipment and materials (linen, cargo vans, safety equipment, etc.)

5. Provide on-site supervision of staff in the field and in storage rooms.
6. Assist Service Linen Team as needed.

#### **B. Service Administration**

1. Ensure that every assigned guest space is supplied with the correct clean and properly arranged Service Linen package.
2. Perform quality control checks of completed work.
3. Conduct/coordinate public area inspections before any occupancy.
4. Lock all storage and summer guest rooms as instructed.
5. Maintenance and the proper use of safety and cleaning supplies.
6. Report work orders in a timely fashion.
7. Supervise and organize the schedule for linen pick-ups and deliveries from the vendor, maintain contact with the company representative.
8. Maintain a clean, orderly, and proper inventory of storage rooms at all times.
9. Report any irregularities in Service from the linen vendor immediately.

#### **C. Administrative Duties**

1. Responsible for locating, tagging, and logging all lost and found items.
2. Responsible for creating and updating the service calendar and tracking completion of daily Service activities.
3. Maintain all logs and administrative materials used for Service operations.
4. Provide administrative support as required.

#### **D. Conference Administration**

1. Present and conduct yourself in a customer service and professional manner.
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. 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.

#### **F. Duty System**

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

#### **G. All Other Duties as Assigned**