



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

### Position Description for **Service Supervisor**

<b>Reports To</b>	Assistant 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>	\$16.50 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 Service Supervisor is responsible for managing the summer conference linen operation and its staff to ensure that all bedrooms are given clean linen and pull dirty linen prior to and after guests visit the campus for a program. Along with linen some programs will request additional resources such as (but not limited to) fliers and pamphlets, bed-making, and more for each guest prior to their arrival.

While also managing a full-time crew, the Service Supervisor manages the drop-off and pick-up of laundered linen, and constantly maintains an inventory of linen supplied and any other items related to their duties. The Service Supervisor will delegate and assign tasks to Service Assistants to meet all deadlines and to efficiently balance tasks among all Service staff. The Service Supervisor will also coordinate with other Conferences & Visitor Services staff to ensure a smooth and efficient event experience for all campus guests. At times the Service Supervisor and Assistants will be asked to provide additional support to events when necessary. 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 Service Supervisor 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 resourcefulness.
- 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 through problem solving, being innovative, and 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 a 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. Cultivate and develop an inclusive and equitable working environment.
3. Follow up with staff issues and evaluate staff performance.
4. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

**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**