



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

Position Description for Hospitality Supervisor

Reports To	Assistant Hospitality Manager
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	\$16.50 per hour plus option of summer housing in Leonardtown
Requirements	Students must be in good standing with the university and comply with all applicable university policies. Candidates must also hold a valid driver's license and be able to commit fully to the position without conflicting outside obligations, such as summer school, another job, or other significant commitments.

The Hospitality Supervisor (HS) is responsible for managing and overseeing all hospitality functions for the housing piece of the conference program. The HS's duties include, but are not limited to: delivering group related materials, key and desk management, on site check-in/out management, check-in/out audits, etc. The Hospitality Supervisor also serves as the team leader for a group of 10-15 employees and directs their team in meetings and challenges. 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 Hospitality Supervisor 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. Assist in the hiring of the Hospitality Assistant staff.
2. Provide direct supervision and leadership to a team of 10-15 Assistants.
3. Aid the design and delivery of training and development to the staff.
4. Schedule and lead individual check-ins with assistants and team meetings.
5. Assist other supervisors with finding replacements or filling in for missed/vacant shifts.
6. Document performance issues using accountability records, while coaching and motivating staff to improve their performance.

7. Assist with staff performance evaluations and ensure staff are held accountable when necessary.
8. Conduct spot checks of the hospitality desks during daily shifts.

B. Key Management

1. Work in conjunction with the Assistant Director of Support Services, the Assistant Hospitality Managers, and the Assistant Operations Manager to handle all key operations for assigned communities.
2. Responsible for maintaining key policies at the Hospitality Desks.
3. Collaborate with Program management staff to ensure key and check-in/check-out audits are performed properly.
4. Assist with key packing prior to a group's check-in alongside Assistant Operations Manager and Assistant Program Managers.

C. Administrative Duties and Desk Management

1. Provide overall supervision for the 24-hour, day-to-day operations of one to three 24-hour, community service desks in the assigned community.
2. Oversee service desk management in areas such as control of keys, packages, mail, guest check-ins and check-outs, and operations in MyDRL.
3. Supervise all procedures at the desks.
4. Manage desk operations and appearance. Ensure inventory and supplies are well stocked.
5. Ensure that all logs and administrative materials are present at the desks.
6. Open and close all desks in an assigned community based on the summer schedule.
7. Provide administrative support as required.
8. Perform special projects as assigned.

D. Guest Accounting and Assignments

1. Perform major tasks associated with preparing for and supervising group check-ins and outs.
2. In collaboration with Assistant Operations Manager and Assistant Hospitality Supervisors, ensure all materials associated with check-in/out are present (paperwork, iPads, tables, chairs, keys, and access cards) and lead the process.
3. Serve as liaison with Program Management to provide on-site room assignments support.
4. Collaborate with Program Management staff to ensure by-room accuracy for assigned groups.
5. Ensure check-in/out sheets, meal cards, and other check-in/out items are properly maintained and secured at the Summer Conference Hospitality desks.
6. Assist with check-in/out reports for each group.

E. Conference Administration

1. Work closely with the Assistant Hospitality Manager, Assistant Operations Manager, and Program Managers to obtain information about special needs for various groups.
2. Provide support to group chaperones and/or group professional staff when necessary.
3. Act as a resource for the summer guests and staff members, serve as a liaison in emergency situations with group chaperones and/or group professional staff members.
4. Document any problems using the official C&VS Incident Report.
5. Serve as the on-site liaison for groups in the residence halls.

F. Summer Management Team

1. Continue to develop and encourage positive working relationships among all summer conferences staff.

2. Cultivate and develop an inclusive and equitable working environment.
3. Follow up with staff issues and document the matter in a timely manner.
4. Prepare for, attend, and participate in meetings that pertain to summer operations.
5. Move and/or carry linen, tables, tents, chairs, etc. up to 25 pounds.

G. 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.
3. Serve as a member of the hospitality rotation duty schedule ensuring the hospitality shifts are staffed appropriately during normal business hours.

H. All Other Duties as Assigned