

Conference Leads Job Description
Residential Life
UMBC

Conference Leads serve as full time employees for the Residential Life Office. This position is considered a major leadership position in Conference Services. The Conference Leads positions are expected to manage the desk(s) of assigned hall(s), co-supervise Conference Assistants and provide immediate support to conference guests. Conference Leads work directly with the Conference Managers and Coordinator of Conference Services to uphold a high standard of customer service with UMBC summer conference guests. Position is directly supervised by Conference Managers.

PREFERRED SKILL SET EXPERIENCE

1. Organizational Skills
2. Customer Service Experience
3. Supervisory Experience
4. Ability to work a diverse group of constituents
5. Ability to work in a fast paced environment
6. Working knowledge of Microsoft Office and other data base experience, specifically Excel.

CUSTOMER SERVICE RESPONSIBILITIES

1. Coordinate organized and customer service friendly check-in/out processes for assigned conference groups.
2. Serve as response manager during on call rotation.
3. Supervise Conference Assistants response to customer needs.

SUPERVISION RESPONSIBILITIES

1. Co-supervise Conference Assistant staff with other management team members and Conference Coordinator.
2. Responsible for upkeep and organization of assigned building front desk.
3. Coordinate with manager's check-in and check-out coverage for assigned building.
4. Compose daily work schedule for Conference Assistants, including: room prepping, check-in/check-out preparation, as well as other duties needed for visiting conference guests.
5. Work with other managers to complete a monthly schedule of desk and duty coverage for Conference Assistants.

GENERAL RESPONSIBILITIES

1. With Coordinator, develop incentives to increase staff retention, productivity and moral.
2. Develop and implement training programs for conference staff in conjunction with the Coordinator.
3. Have the ability to perform all duties required of Conference Assistants.
4. Attend daily meetings with Coordinator and Conference Assistants.

5. Other duties as assigned by Coordinator and managers.

DATES OF EMPLOYMENT

May 24 – August 20th (one position available May 24 – August 25)

Work Week: Approximately 40 hours throughout a 7 day work week in addition to on call rotation.

3 leave days are built into this contract. Any additional leave requests should be directed to the Coordinator for approval.

OTHER IMPORTANT DATES

Mandatory training is scheduled for May 24-27, 2010

Conference Staff move-in is scheduled for June 1, 2010

CRITERIA FOR EMPLOYMENT

To receive full consideration, applications for the Conference Leads position:

1. Must have experience in residential hall living with proven supervisory skills, or be presently working within the UMBC/Residential Life system.
2. Must have good academic and judicial standing – (2.25 semester and cumulative GPA or higher).
3. Position does not allow for any additional employment on or off campus.
4. Position does not allow for students to enroll in any summer classes.

Preference will be given to students with previous experience working in the summer conference program.

REMUNERATION

3,500.00, including housing and 2 meals a day