

Conference Manager Job Description

Residential Life

UMBC

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

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. Supervise Conference Assistant staff with other management team members.
2. Responsible for upkeep and organization of assigned building front desk.
3. Coordinate 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 management team, develop incentives to increase staff retention, productivity and moral.
2. Assist in the development and implementation of training programs for conference staff.
3. Have the ability to perform all duties required of Conference Assistants.
4. Attend daily meetings with management team.
5. Other duties as assigned.

DATES OF EMPLOYMENT

- May 22 – August 17th (dates are subject to change)
- 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 Assistant Director for approval.

OTHER IMPORTANT DATES

- March 5-16th: Conference Assistant Interviews and Selection
- April (exact date TBD) Conference Manager Retreat
- Mandatory training is scheduled for May 22-June 2, 2012

CRITERIA FOR EMPLOYMENT

To receive full consideration, applications for the Conference Manager 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.
5. Preference will be given to students with previous experience working in the summer conference program.

REMUNERATION

4,500.00, including housing and 2 meals a day