

Conference Managers 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. Conference Managers work directly with the Coordinator of Conference Services on creating and coordinating contractual requests from summer conference groups. Managers also supervise Conference Leads/Conference Assistants, work directly with Campus partners and Camp Directors as well as serve provide support to all summer conference positions. Position is supervised by Coordinator of Conference Services and Assistant Conference Coordinator.

PREFERRED SKILL SET EXPEREINCE

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
7. Quick learning curve in data base management, specifically, UMBC Conference Programmer

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 RESPONSIBILITES

1. Co-supervise Conference Assistant staff with other management team members and Conference Coordinator.
2. Responsible for monitoring Conference Leads upkeep and organization of assigned building front desk.
3. Coordinate with Conference Leads check-in and check-out coverage for assigned building.
4. Coordinate with Conference Leads to 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 RESPONSIBILITES

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.

DATES OF EMPLOYMENT

May 24 – August 20th (one position available from 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 June 1, 2010

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.

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

REMUNERATION

4550.00, including on campus housing (apartment)