

Summer Conference Manager Job Description



**HOUSING AND
Residential Life**
Marketing and Conferences

Overview:

Conference Services is a part of the Department of Housing and Residential Life and coordinates the housing arrangements for Camp or Conference Groups held at Oklahoma State University each summer. Camp or Conference Groups bring upwards of 15,000 guests and visitors to the Oklahoma State University campus during the summer months with many of those guests occupying space in the residential halls. The revenue generated helps support the Department of Housing and Residential Life in providing high quality services to Oklahoma State University students during the academic year. The primary goals of the Conference Manager staff is to ensure complete customer satisfaction from the beginning to the end of each Camp or Conference Group experience here at Oklahoma State University, while also helping to provide supervision and development of the Conference Assistant (CA) staff.

Conference Manager Role:

As a Conference Manager for the Department of Housing and Residential Life, the employee will be responsible for providing customer service for each Camp or Conference Group they are assigned to oversee, provide supervision and guidance of the Conference Assistant (CA) staff and the 24-hour service desk in assigned area(s), assist and oversee key preparations and audits, assist and supervise Camp or Conference Group Check-In and Check-Out processes, collect inspection results of residential facilities and report concerns when necessary, help with linen inventory management, assist and serve as needed in the 24-hour on-call crisis management rotation, and other duties as assigned. Each Conference Manager will be involved to some degree with all phases of the Department of Housing and Residential Life Conference Services office operation. This position reports directly to the Coordinator of Conference Services and/or other appointed Housing and Residential Life staff. Preference may be given to applicants and candidates with greater availability (fewer commitments) and prior summer conference experience. The position requires:

- At **minimum**, any of the following previous employment experiences
 1. Formerly served as a Conference Assistant (CA) for a full Conference Season
 2. Served as a Housing and Residential Life Desk Clerk (DC) or Community Mentor (CM) for at least 2 consecutive academic years
 3. Served in a supervisory position for 1 full and consecutive calendar year
 4. Served as a Graduate Assistant for Housing and Residential Life or comparable Graduate Assistant experience for 2 consecutive semesters
- A strong commitment to providing excellent customer service
- Willingness to supervise a team
- The capability to provide quality supervision by developing and motivating a staff
- The ability to problem solve and mediate conflict effectively
- Strong written and verbal communication skills
- Accuracy and attention to detail
- Dependability and adherence to a consistent and set schedule
- Interest in working with campus partners and their campus guests
- Willingness to work as part of a team
- Ability to perform physical labor when needed and/or directed
- Knowledge and familiarity of the OSU campus and Stillwater points of interest

- The capability to travel across campus to and from different Housing and Residential Life buildings and service desks
- Commitment to abide and follow all OSU and the Department of Housing and Residential Life policies, procedures, and standards
- Adherence to professional standards as established by Conference Services
- Availability during the entire Summer Conference Season (vacations, time away, and/or early departure from the position must be approved in advance)
- Willingness and ability to follow directions and perform all duties as assigned

Position Commitments:

- Must be willing to work a semi-consistent but also adaptive schedule with planned office hours that can and will include any of the following timeframes:
 - Weekdays
 - Evenings
 - Late evenings
 - Early mornings
 - Weekends
 - Holidays that fall during employment period
- Employment period begins with a mandatory training during the month of March 2019
- Scheduled hours could begin April 1, 2019 and run until August 25, 2019 at the latest, but primarily need of the position is about May 1, 2019 through August 9, 2019
- Scheduled hours will account for minimally 20 hours per week to upwards of 40 hours per week during peak attendance periods
- Must live in an assigned (provided) on-campus residence hall space during employment period
- Requests for leave and/or time away must be approved by the Coordinator of Conference Services at least two weeks in advance

Remuneration:

Conference Manager staff will receive housing in a furnished room in an assigned on-campus residence hall in exchange for their assistance and their service in the on-call crisis management rotation and mandatory attendance at all Conference Services trainings and staff meetings. All other hours of work will be paid at a rate of \$10.00/hour.

Duties and Responsibilities:

Customer Service

- Assist guests by checking them in and out of housing, issuing keys and access cards, updating records, answering questions and other duties as assigned
- Serve as a resource to conference participants
- Greet and receive inquiries in a positive and courteous manner – both in person and on the phone
- Represent Oklahoma State University and the Department of Housing and Residential Life in a professional manner at all times. This includes:
 - Wearing the official Conference Services uniform
 - Wearing a name badge
 - Adhering to the Departmental dress code while serving on-call.

- Work with and relate to a wide range of guests (ranging from 5-70+ years old).
- Be a positive role model that is available and visible to assist guests and staff.
- Develop and maintain professional relationships with other Housing and Residential Life staff and employees including all other Oklahoma State University affiliated employees.

Supervision

- Co-supervise a team or portion of the Conference Assistant (CA) staff
- Attend and sometimes individually facilitate weekly staff meetings with the Coordinator of Conference Services and the Conference Assistant (CA) staff
- Help create and maintain a system of accountability for the Conference Assistant (CA) staff
- Report job performance or any related Conference Assistant (CA) staff concerns to the Coordinator of Conference Services in a timely, efficient, and appropriate manner
- Serve as a resource and a role model for the Conference Assistant (CA) staff
- Complete any administrative tasks thoroughly, accurately, and in a timely manner as requested by the Coordinator of Conference Services

Administrative

- Maintain regular availability by working posted office hours
- Assist in Conference Assistant (CA) scheduling and staffing
- Assist in assembling and/or auditing Check-In or Check-Out materials (key packets, lanyards, access cards, etc.) for incoming or exiting guests
- Efficiently and accurately execute guest Check-In and Check-Out procedures
- Distribute mail in an efficient, accurate, and timely manner. This includes logging boxes and packages as needed
- Utilize the Conference Services SharePoint and OneNote sites to record all actions including notes from shift to shift, mail logs, lost and found, and other administrative tasks
- Assist with the setup and/or teardown of registration Check-In or Check-Out areas
- Help create, distribute, and/or post signs or hang necessary materials in Housing and Residential Life buildings and other areas as requested by the Conference Services office
- Maintain the service desk(s) and registration areas in a neat and professional manner at all times
- Assist in pre and/or post Camp or Conference Group residence hall inspections to note needed repairs and/or report any damage or vandalism
- Perform visual inspections of Housing and Residential Life spaces and report maintenance or facility concerns accordingly
- Submit accurate and detailed reports as required and provide necessary follow-up
- Assist and serve in on-call crisis management rotation that can include facilitating evening tours, ensuring building safety and security, and appropriate policy enforcement for conference guests
- Ethically and appropriately handle cash and/or any other type of payment according to departmental protocol

- Complete all other duties as assigned by the Conference Services office

Security

- Maintain building security at all times and report any violations or concerns in a timely and appropriate manner to the Coordinator of Conference Services and/or OSUPD
- Follow all rules and applicable laws in regards to confidentiality for residents, guests, and department paperwork
- Log, track, and report all abandoned property and/or lost and found items to the Coordinator of Conference Services
- Perform assigned on-call crisis management rotation walk-throughs in assigned residence hall(s) to ensure building security and assist conference participants and/or Conference Assistant (CA) staff as needed or as concerns arise
- Know, understand, and properly execute any and all Emergency Procedures outlined in the Conference Services employee manual
- Inform and assist guests when possible of responsibilities during emergency situations such as fire, severe weather, medical emergency, etc.
- Inspect rooms and common area spaces as assigned

Additional

- Conference Manager staff are allowed to enroll in a **maximum** of **one course per summer session**.
- **Conference Manager staff may NOT hold additional employment without written approval from the Coordinator of Conference Services.**
- A cumulative GPA of 2.75 or higher is required and all Conference Manager staff must be in good standing with the Department of Housing and Residential Life and Oklahoma State University.
- Must attend all job-related workshops, training, and in-services.
- Housing and Residential Life is an e-verify employer, and Conference Assistant (CA) staff must successfully pass a background check prior to the start of employment.

Oklahoma State University, as an equal opportunity employer, complies with all applicable federal and state laws regarding non-discrimination and affirmative action. Oklahoma State University is committed to a policy of equal opportunity for all individuals and does not discriminate based on race, religion, age, sex, color, national origin, marital status, sexual orientation, gender identity/expression, disability, or veteran status with regard to employment, educational programs and activities, and/or admissions. For more information, visit <https://eeo.okstate.edu>.