



### **POSITION SUMMARY:**

The Student Conference Manager position is responsible for the coordination of services and management of processes related to conference groups staying on campus. They serve as a liaison to client groups and campus service providers. Under the direction of a Coordinator for Summer and Desk Operations, the Student Conference Manager is responsible for pre and post conference administration as well as being present for all check-ins/outs and available to assigned conference groups while they are on campus. This includes the management of all StarRez processes related to assigned groups.

### **ADMINISTRATIVE DUTIES AND RESPONSIBILITIES:**

- Work closely with all other Student Conference Managers of any groups sharing assigned buildings.
- Record and check occupancy in StarRez on a daily basis.
- Manage request for services process and all communication before guests arrive.
- Communicate regularly with custodial, maintenance, and conference housekeeping staff on occupancy of rooms.
- Oversee administrative processes with regard to check-in and check-out for guests.
- Create and manage systems for occupancy and key management.
- Manage and attend all check-in/check-outs.
- Communicate linen and equipment needs as appropriate.
- Learn the responsibilities of all service areas and perform duties in these areas when additional support is needed.
- Carry a departmental cell phone and respond to all inquiries during work hours.
- Attend staff meetings.
- Other duties as assigned.

### **SUPERVISION DUTIES AND RESPONSIBILITIES:**

- Train and supervise student Conference Assistants in multiple facets of their roles.
- Perform first-line payroll reconciliation of assigned Conference Assistants.
- Understand and support the implementation of the Non-Enrolled Minor Policy and ensure we are providing the appropriate oversight of the minors while they are in our residence halls.

### **MINIMUM QUALIFICATIONS:**

- Must be enrolled in at least 6 units at the University of Arizona for Spring 2017 and Fall 2018
- Minimum cumulative GPA of 2.5
- Additional employment is NOT permitted due to the need for flexible scheduling and availability at various hours, seven days a week.
- Strong interpersonal communication skills.
- Strong commitment to customer service.
- Strong organizational skills and demonstrated ability to multi-task.
- Availability to work consistently between May 15 and August 11, 2017.

### **PREFERRED QUALIFICATIONS:**

- Working knowledge of University and Residence Life operations.
- Working knowledge of Microsoft Office Suite.
- Prior conference services and/or hospitality industry experience.
- Valid U.S. Driver's License upon employment with a two year acceptable driving record.

### **BENEFITS:**

- \$12 per hour, between 30 and 35 hours per week from May 15, 2017 to August 11, 2017.

### **SUPPLEMENTAL REQUIREMENTS:**

- Residence Life is a security sensitive department and this position requires a finger-print criminal background check.
- Motor Vehicle Division check.