



**AMERICAN UNIVERSITY
HOUSING AND DINING PROGRAMS**

**Conference Manager, Main Campus (CM)
Position Description**

The Conference Manager, Main Campus, reports directly to the Director of Conference & Residential Services, or his designee, and is responsible for overall on-site coordination of summer operations across campus. The CMs will be partnered with Resident Directors for support and direction, but will be responsible for working directly with conference groups and planners on hosting their summer conferences and activities at American University. Conference Managers will coordinate all aspects of dining, catering, check in/out processes, classroom and meeting space reservations, audio visual services, parking/transportation, and fitness center access. Five Conference Managers will be hired and will be divided throughout main campus.

General Responsibilities:

1. Establish and maintain a positive working relationship with all assigned conference groups and coordinators.
2. Serve as on site point-of-contact and manager for conference groups and coordinators during their visits to American University.
3. Coordinate conference needs by preparing rosters, dining, catering, check in/out processes, classroom and meeting space reservations, audio visual services, parking/transportation and fitness center access. Keep detailed and accurate written records.
4. Work closely with the Conference & Residential Services staff in executing plans and contracts for summer conference groups, and AU students living in the residence halls.
5. Indirectly supervise the Campus Hosts in the completion of tasks and work projects.
6. Work closely with the Resident Directors and the Director of Conference & Residential Services and communicate any staffing issues and needs.
7. Provide 24 hour "on call" coverage for summer conference operations within a rotation system of Conference Managers. Refer all crises/emergencies to Public Safety and the Resident Director on duty.
8. Request and prepare Summer Guest Card needs in conjunction with the Summer Management Assistants.
9. Maintain regular contact with the Conference & Residential Services professional staff, ACUHO-I interns, Resident Directors, and Summer Management Assistants, as well as necessary campus partners.
10. Understand, enforce, and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs & AU.
11. Complete and submit Conference Closing Reports within five (5) business days of a conference group departure from campus.
12. Work closely with the Resident Directors in the assigned section of campus as a resource for successful management of summer conference groups and summer staff members.
13. Other duties as assigned.

Meetings and Trainings:

1. Attend weekly Summer Leadership Team Meeting (2 hours per week).
2. Attend one-on-one meetings with the Director of Conference & Residential Services and/or his designee (1 hour per week).
3. Attend Spring training sessions (dates and times listed on the employee timeline).
4. Participate in Campus Host selection process by assisting with both of the Campus Host Group Selection Process activities.
5. Participate in the Campus Host individual interview process.
6. Participate and present in Summer Staff Training exercises in May.
7. Participate in weekly ALL-STAFF meetings and disseminate information and updates about each of your conference groups (2 hours).

Staff and Community Development:

1. Encourage and maintain a community atmosphere where the rights and responsibilities of staff, residents, and guests are held in high regard. Encourage the development of staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
2. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
3. Participate in staff development activities and encourage the participation and involvement of the Campus Hosts.

Qualifications:

1. Strong administrative and organizational skills. Strong interpersonal and customer service skills. Previous summer housing leadership and/or residence hall administrative experience preferred.
2. Experience in event planning and implementation and/or leadership experiences/positions within hospitality management.
3. Proven excellence in managing large numbers of details and logistics with a project or event.
4. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Access).
5. Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Requirements:

1. Must live in the residence halls during the summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and they are expected to be accessible in person or by telephone to answer questions, respond to emergency situations, and perform other administrative tasks and projects as needed during scheduled shifts.
2. Attendance at all mandatory spring and summer training sessions.
3. Must be available to work 35 hour work week with some traditional business hours and some non-traditional evening and weekend hours. Schedule will be set in May but hours may vary occasionally to coincide with conference/intern operations.
4. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment. All other outside commitments of over 10 hours/week must be approved in advance by the Director.
5. Must be available one night per week on average for on call response to conference non-emergency needs.

Compensation:

- \$11.00/hour for 35 hours a week of work during May to August summer employment (Spring training hours additional).
- Housing in a single room during summer employment period. (*Housing for earlier dates may be available as space permits; arrangements must be negotiated through the Director of Conference & Residential Services*).
- Five (5) vacation days are available to staff members throughout the summer. Staff must request vacation time in writing to the Director by April 1. **All requests may not be approved.**



AMERICAN UNIVERSITY
HOUSING AND DINING PROGRAMS
Conference Manager, Tenley Campus (CM)
Position Description

The Conference Manager, Tenley Campus reports directly to the Director of Conference & Residential Services, or his designee, and is responsible for overall on-site coordination of summer operations across campus. The CMs will be partnered with Resident Directors for support and direction, but will be responsible for working directly with conference groups and planners on hosting their summer conferences and activities at American University. Conference Managers will coordinate all aspects of dining, catering, check in/out processes, classroom and meeting space reservations, audio visual services, parking/transportation, and fitness center access. One Conference Manager will be hired to live and work on the Tenley Campus.

General Responsibilities:

1. Establish and maintain a positive working relationship with all assigned conference groups and coordinators.
2. Serve as on site point-of-contact and manager for conference groups and coordinators during their visits to American University.
3. Coordinate conference needs by preparing rosters, dining, catering, check in/out processes, classroom and meeting space reservations, audio visual services, parking/transportation and fitness center access. Keep detailed and accurate written records.
4. Work closely with the Conference & Residential Services staff in executing plans and contracts for summer conference groups, visiting summer interns, AU students, and Washington Semester students living in the residence halls.
 - a. Contact all intern guests prior to their arrival to American University.
 - b. Create programming opportunities to facilitate community development among the visiting interns.
 - c. Create opportunities for information sharing through facebook, twitter, email, etc.
5. Indirectly supervise the Campus Hosts in the completion of tasks and work projects.
6. Work closely with the Resident Directors and the Director of Conference & Residential Services and communicate any staffing issues and needs.
7. Provide 24 hour "on call" coverage for summer conference operations within a rotation system of Conference Managers. Refer all crises/emergencies to Public Safety and the Resident Director on duty.
8. Request and prepare Summer Guest Card needs in conjunction with the Summer Management Assistants.
9. Maintain regular contact with the Conference & Residential Services professional staff, ACUHO-I interns, Resident Directors, and Summer Management Assistants, as well as necessary campus partners.
10. Understand, enforce, and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs & AU.
11. Complete and submit Conference Closing Reports within five (5) business days of a conference group departure from campus.
12. Work closely with the Resident Directors in the assigned section of campus as a resource for successful management of summer conference groups and summer staff members.
13. Other duties as assigned.

Meetings and Trainings:

1. Attend weekly Summer Leadership Team Meeting (2 hours per week).
2. Attend one-on-one meetings with the Director of Conference & Residential Services and/or his designee (1 hour per week).
3. Attend Spring training sessions (dates and times listed on the employee timeline).
4. Participate in Campus Host selection process by assisting with both of the Campus Host Group Selection Process activities.
5. Participate in the Campus Host individual interview process.
6. Participate and present in Summer Staff Training exercises in May.
7. Participate in weekly ALL-STAFF meetings and disseminate information and updates about each of your conference groups (2 hours).

Staff and Community Development:

1. Encourage and maintain a community atmosphere where the rights and responsibilities of staff, residents, and guests are held in high regard. Encourage the development of staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
2. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
3. Participate in staff development activities and encourage the participation and involvement of the Campus Hosts.

Qualifications:

1. Strong administrative and organizational skills. Strong interpersonal and customer service skills. Previous summer housing leadership and/or residence hall administrative experience preferred.
2. Experience in event planning and implementation and/or leadership experiences/positions within hospitality management.
3. Proven excellence in managing large numbers of details and logistics with a project or event.
4. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Access).
5. Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Requirements:

1. Must live in the residence halls during the summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and they are expected to be accessible in person or by telephone to answer questions, respond to emergency situations, and perform other administrative tasks and projects as needed during scheduled shifts.
2. Attendance at all mandatory spring and summer training sessions.
3. Must be available to work 35 hour work week with some traditional business hours and some non-traditional evening and weekend hours. Schedule will be set in May but hours may vary occasionally to coincide with conference/intern operations.
4. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment. All other outside commitments of over 10 hours/week must be approved in advance by the Director.
5. Must be available one night per week on average for on call response to conference non-emergency needs.

Compensation:

- \$11.00/hour for 35 hours a week of work during May to August summer employment (Spring training hours additional).
- Housing in a single room during summer employment period. (*Housing for earlier dates may be available as space permits; arrangements must be negotiated through the Director of Conference & Residential Services*).
- Five (5) vacation days are available to staff members throughout the summer. Staff must request vacation time in writing to the Director by April 1. **All requests may not be approved.**