



iLead

2012 Summer Leadership Team

Position Descriptions, Hiring Timeline, and Selection Information



Housing & Dining Programs
American University
202.885.3370

housinganddiningjobs@american.edu

Summer 2012 Staff Selection, Training, and Employment Timeline

December 7 th	Applications Available Online for Summer Leadership Team (SLT) Positions – Conference Managers and Summer Management Assistants http://www.american.edu/housing
December 9 th 5:00PM	SLT Information Session <i>Anderson Conference Room</i>
December 14 th 3:30PM	SLT Information Session <i>McDowell Formal Lounge</i>
January 20 th 3:00PM	SLT Information Session <i>Anderson Conference Room</i>
January 24 th 2:00PM	SLT Information Session <i>McDowell Formal Lounge</i>
January 24 th 7:00PM	SLT Information Session <i>McDowell Formal Lounge</i>
January 26 th	Applications Due for Summer Leadership Team by 5PM <i>Applicants must submit a resume <u>AND</u> complete the online application.</i>
January 29 th 6:00PM	Summer Leadership Team Group Interview Process <i>Anderson Conference Room</i>
January 31 st	SLT Individual Interview Offers Emailed to Candidates by 5PM
February 1 st – 3 rd	Sign Up for Individual Interview (if invited) <i>Housing & Dining Programs Office – Anderson Hall 1st Floor</i>
February 6 th – 10 th	Summer Leadership Team Individual Interviews <i>Housing & Dining Programs Office – Anderson Hall 1st Floor</i>
February 15 th	Summer Leadership Team Notifications E-mailed by 5PM
February 22 nd	Signed SLT Employment Agreements Due by 12:00PM (noon) <i>(E-mails Acceptable)</i>
February 22 nd 6:00PM – 9:00PM	Summer Leadership Team Training Begins <i>Anderson 6J</i>
February 15 th , 17 th , 19 th , 21 st	Campus Host Information Sessions <i>Attendance by SLT is encouraged</i>
March 9 th	Campus Host Applications Due by 5PM <i>Applicants must submit a resume <u>AND</u> submit the online application.</i>
March 21 st and 25 th	Campus Host Group Interview Process <i>Candidates <u>MUST</u> participate in one (1) of the group interview processes (unless abroad Spring 2012)</i>
March 27 th	CH Individual Interview Offers Emailed to Candidates by 5PM
March 28 th – 30 th	Sign Up for Individual Interview (if invited) <i>Housing & Dining Programs Office – Anderson Hall 1st Floor</i>
April 2 nd – April 6 th	Campus Host Individual Interviews <i>Housing & Dining Programs Office – Anderson Hall 1st Floor</i>
April 12 th	Campus Host Decision Letters E-mailed by 5PM
April 15 th 10:00AM – 6:00PM	Training Day for Summer Leadership Team <i>Anderson Conference Room</i>
April 20 th	Signed Campus Host Employment Agreements Due by 5PM <i>E-mails Acceptable</i>
April 29 th 7PM– 9PM	All Summer Staff Meeting – attendance mandatory <i>McDowell Formal Lounge</i>
May 9 th 9:00am	Summer Staff Contracts Begin
May 9 th – 15 th	Summer Staff Training SLT Training (May 9th) ALL Summer Staff (May 10th – 15th) <i>Exceptions Given to Graduating Seniors ONLY</i>
August 14 th at 5PM	Summer Staff Contracts End

The Summer Leadership Team Selection Process consists of three components:

- 1) Application** — Complete the online application and essay questions (www.american.edu/housing), ensuring you submit the names and contact information for two references. Both references should reflect on your work experience (i.e. a past employer or professor). **Please do not list a friend or relative as a reference.** Applications must be submitted online by **Thursday, January 26th 2012 at 5:00pm**. Applicants must complete both the online application AND submit your resume prior to 5:00pm on January 26, 2012.
- 2) Group Selection Process on Sunday, January 29th** at 6:00PM. Candidates are **required** to attend the Group Selection Process (unless studying abroad Spring 2012 semester). Based on application and performance in the Group Selection Process, candidates may or not be invited for an individual interview. Applicants studying abroad for the Spring 2012 semester are **required** to attend an SLT information session or contact the Housing & Dining Programs office prior to departing for your abroad program.
- 3) Individual Interview** — Interview with Housing and Dining Programs Conference & Residential Services full-time staff.

Applicants not hired for Summer Leadership Team positions may request to have their application rolled into the Campus Host applicant pool.



**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:

14. Establish and maintain a positive working relationship with all assigned conference groups and coordinators.
15. Serve as on site point-of-contact and manager for conference groups and coordinators during their visits to American University.
16. 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.
17. 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.
18. Indirectly supervise the Campus Hosts in the completion of tasks and work projects.
19. Work closely with the Resident Directors and the Director of Conference & Residential Services and communicate any staffing issues and needs.
20. 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.
21. Request and prepare Summer Guest Card needs in conjunction with the Summer Management Assistants.
22. 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.
23. Understand, enforce, and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs & AU.
24. Complete and submit Conference Closing Reports within five (5) business days of a conference group departure from campus.
25. 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.
26. Other duties as assigned.

Meetings and Trainings:

6. Attend weekly Summer Leadership Team Meeting (2 hours per week).
7. Attend one-on-one meetings with the Director of Conference & Residential Services and/or his designee (1 hour per week).
8. Attend Spring training sessions (dates and times listed on the employee timeline).
9. Participate in Campus Host selection process by assisting with both of the Campus Host Group Selection Process activities.
10. 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:

2. 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:

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

Requirements:

6. 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.
7. Attendance at all mandatory spring and summer training sessions.
8. 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.
9. 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.
10. 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**

**Summer Management Assistant (SMA)
Position Description**

The Summer Management Assistants report directly to the full-time summer staff in the Housing and Dining Programs Office and are responsible for overall support of summer operations from the Main Office in Anderson Hall. Seven (7) SMAs will be hired for Summer 2012.

General Responsibilities:

Summer Management Assistant for Dining & Guest Cards (1 position available):

Provide administrative support to the Director of Conference & Residential Services and other summer staff personnel working in the Housing and Dining Programs office. Duties generally include coordinating dining and catering needs/tracking/billing, guest cards creation/distribution/set-up, and assistance with reviewing and finalizing conference close-out reports. Specific responsibilities are:

1. Maintain and coordinate inventory and distribution of summer guest cards in terms of building access, dining and fitness center access. Communicate all card distributions (by number) to Conference Managers. Distribute cards in an organized and timely fashion to the appropriate Summer Leadership Team member. Keep daily updated logs of all cards distributed. Work with the One Card Programming Coordinator, Dining Programs Coordinator, Office of Information Technology, and Public Safety to respond to all guest card problems.
2. Maintain and update the Dining Chart to reflect accurate conference numbers gathered from regular communication with Conference Managers. Communicate needs and changes to Bon Appetit. Compare dining requests to the Bon Appetit invoices. Track receipt and payment of all dining and catering invoices. Note accurate dining and catering charges on conference close-out reports.
3. Assist in the review of all conference close-out reports to verify that information is accurately noted.
4. Maintain staff directory and contact information; communicate with all staffs via e-mail, phone, and/or mailbox.
5. Manage the assessment of individual guests through the distribution and review of electronic guest comment cards.
6. Supervise the archiving and storage of summer-related documentation.
7. Assist in the preparation, coordination, and management of academic year early arrival students.
8. Coordinate special projects as determined by the Director of Conference & Residential Services.

Summer Management Assistant for Conferences and Events (1 position available):

Provide administrative support to the Conferences and Events Coordinator and other summer staff personnel working in the Housing and Dining Programs office. Duties generally include coordinating meeting space and audio visual reservations, meeting room set-ups, and on-site coordination of special events and day conferences. Specific responsibilities include:

1. Coordinate meeting space reservations, changes, and cancellations. Assist in coordinating written confirmations of meeting space and audio visual needs for all conference groups/coordinators.
2. Supervise the meeting room set-up process and work with the Conference Managers to ensure customer requirements are met.
3. Coordinate with the Conference Managers on ordering special furniture or rental items; keep accurate inventories of all rented equipment and furniture including, but not limited to: tablecloths, easels and flip-charts, rollaway beds, chairs, and tables.
4. Serve as on-site coordinator of all summer conference special events and day conferences to ensure customer satisfaction with meeting space and other requested arrangements.
5. Conduct campus tours for prospective conference groups as needed.
6. Assist in the review of close-out reports and development of invoices.

Summer Management Assistant for Occupancy and Intern Housing (1 position available):

Provide administrative support to the Off-Campus & Guest Housing Coordinator and other summer staff personnel working in the Housing and Dining Programs office. Duties generally include assisting with intern operations, group and intern billing, guest card and guest occupancy management. Specific responsibilities are:

1. Oversee occupancy data – routinely reviewing daily changes, additions and deletions. Input individual conference and intern rosters into conference software system to create a true and accurate reflection of use and availability. Regularly audit Summer Admin data to conference software data to verify accuracy on both.
2. Assist with intern application and assignment process. Respond to all intern concerns in a timely manner; refer to appropriate staff if necessary. Communicate all serious concerns to the Conference & Residential Services Coordinator staff and/or the Director of Conference & Residential Services when necessary.

3. Assist the Off-Campus & Guest Housing Coordinator in managing Temporary Housing accommodations and procedures.
4. Assist the Off-Campus & Guest Housing Coordinator in the planning and facilitation of the Summer Housing Search.

Summer Management Assistant for Desk Operations (2 position available):

Provide administrative support to the Residential Services Coordinator and other summer staff personnel working in the Housing and Dining Programs office. Duties generally include assisting with registration cards, key distribution/tracking and desk operations. Specific responsibilities are:

1. Assist the Conference Managers in planning for major check-in and check-out activities, oversee the process of preparing keys/packets and registration cards for check-ins.
2. Be present for all major check-in and check-out activities as directed by supervisor(s). At check-out, ensure that all registration cards are filled out accurately and completely. Ensure that cards are counted and organized as directed by supervisor(s).
3. Accept comments/requests from groups and guests. Refer requests to appropriate staff and follow-up as necessary.
4. Manage all room keys and common area keys. Monitor staff in performing bi-weekly key audits.
5. Manage mail and packages; ensure messages are delivered in a timely fashion.
6. Gather information that would be helpful to guests and residents for display at the front desks; ensure all materials at the desk and in the lobbies are organized and neatly displayed.
7. Work with Aramark personnel to maintain an emergency supply of linen at the front desks.
8. Oversee the express check-out process. Ensure that envelopes are always available at all locations. Oversee the process to routinely check locations for express check-outs and translate the key return and check-out onto the registration cards.
9. Assist the Residential Services Coordinator in the completion of bi-weekly payroll procedures and related activities

Summer Management Assistant for Room Checks & Readiness (2 positions available):

Provide administrative support to the ACUHO-I Intern for Operations and other summer staff personnel working in the Housing and Dining Programs office. Duties generally include assisting arrival and departure operations, room checks and readiness, welcome signs for groups and individuals. Specific responsibilities are:

1. Coordinate welcome signs in lobbies for all groups.
2. Coordinate the creation and distribution of welcome signs on the doors of all summer guests.
3. Oversee the room check process to ensure that a room is clean and ready for occupancy.
4. Assist the ACUHO-I Intern for Operations with the cleaning schedule of guest rooms with Aramark.
5. Assist the ACUHO-I Intern for Operations in communicating linen set-ups with Aramark.
6. Coordinate the distribution of CRS items to all rooms – mints, cups, soap.
7. Assist Conference Managers with room checks after a group departs.
8. Assist with check-in and check-out operations for large groups.

Responsibilities of ALL Summer Management Assistants:

1. Maintain regular contact with the Director of Conference & Residential Services, Conference & Residential Services Coordinator staff, ACUHO-I Interns and Conference Managers.
2. Provide support to all aspects of summer operations including desk operations, duty shift responsibilities, guest services, site coordination, and revenue management. Assist with other Housing and Dining Programs tasks that occur during the summer, including tasks related to closing/opening the residence halls for academic year residents.
3. Work closely with the Resident Directors and the Conference & Residential Services Professional Staff and communicate any staffing issues and needs.
4. Assist in the coverage of residence hall front desks as requested.
5. Assist office staff with phone coverage, with primary responsibility on managing summer conference and intern issues.
6. Enforce and adhere to all relevant policies/procedures as set forth by Housing and Dining Programs/American University.
7. 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 your direct supervisor (1 hour per week).
3. Attend Spring training sessions beginning the first week of March (dates and times listed on the employee timeline).
4. Participate in Campus Host selection process by assisting in one or both of the CH 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 from your area of responsibility (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.
2. Encourage the development of staff 'team' and actively work to address tensions/interpersonal issues of the staff as they arise.
3. Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
4. Participate in staff development activities and encourage the participation and involvement of the Campus Hosts.
5. In the event that a Conference Manager leaves before or during the summer, assume additional responsibilities as requested.

Qualifications:

1. Proven ability to get along well with various types of people and work well under pressure.
2. Strong organizational skills and the ability to multi-task.
3. Strong interpersonal and customer service skills.
4. Previous leadership, supervisory, summer housing, and/or residence hall desk experience strongly preferred.
5. Scheduling experience desirable.
6. Proficiency with the Microsoft Office suite (Microsoft Word, Excel, Access).
7. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a 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. Must be available to work 35 hour work week with some traditional business hours and some non-traditional evening and weekend hours. Schedules will be set in May but hours may vary occasionally to coincide with conference/intern operations.
3. Attendance at all mandatory spring and summer training sessions.
4. Work on-call duty shifts or desk shifts when necessary.
5. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment. All other commitments of over 10 hours/week must be approved in advance by supervisor.

Compensation:

- \$9.80 /hour for 35 hours a week of work during May to August summer employment (Spring training hours additionally).
- Housing in a single room during summer employment period. (*Housing for earlier or later 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 1st. **All requests may not be approved.**