AMERICAN UNIVERSITY
UNIVERSITY CONFERENCE & GUEST SERVICES

Business Operations Coordinator (BOC)

Position Description

The Business Operations Coordinator (BOC) reports directly to one of three University Conference & Guest Services (UCGS) Coordinators and is responsible for various on-site coordination of summer operations across campus. The BOCs will be responsible for working with conference groups and planners during their stay at American University. BOC's will assist the University Conference & Guest Services Conference Coordinators with various administrative aspects such as updating Star Rez, (summer management system) check in/out processes, room readiness with the residence halls, classroom and meeting space reservations, parking/transportation, and fitness center access. Nine BOCs will be hired and will be divided evenly on three teams (neighborhoods): South Side Residence Team, North Side Residence Team and North Side Apartment Team.

**General Responsibilities:**

1. Establish and maintain a positive working relationship with all assigned conference groups and coordinators.
2. Assist UCGS Coordinator with conference needs by preparing guest and room rosters, check in/out processes, and being knowledgeable of the conference classroom and meeting space and AV reservations, parking/transportation and fitness center access. Keep detailed and accurate written records.
3. Work closely with the University Conference & Guest Services staff in executing plans for summer conference groups, and summer guest housing.
4. Indirectly supervise the Conference Assistants in the completion of tasks and work projects with their specific area.
5. Provide 24 hour “on call” coverage for summer conference operations within a rotation system of BOCs. Refer all crises/emergencies to Public Safety, Resident Director or UCGS Directors on duty.
6. Request and prepare all conference needs (guest cards, meeting space, etc.) in conjunction with the UCGS Coordinators. The BOC on duty or at the desk will respond to after-hours requests from Conference/Events Coordinator on guest cards, meal plans, room set-up etc.
7. Maintain regular contact with the University Conference & Guest Services professional staff, Resident Directors, as well as necessary campus partners.
8. Understand, enforce, and adhere to all relevant policies/procedures as set forth by Housing & Dining Programs & AU.
9. Work closely with the University Conference & Guest Services professional staff as resources for successful management of summer conference groups and summer staff members.
10. Other duties as assigned.

**Meetings and Trainings:**

1. Attend weekly Summer Leadership Team Meeting (1 hours per week).
2. Attend weekly on duty meeting with UCGS Pro Staff when on duty (1 hour per week)
3. Attend one-on-one meetings with their supervisor (1 hour per week).
4. Attend ALL-Neighborhood meeting and disseminate information along with the UCGS Coordinator of each Neighborhood. (1 hour per week)
5. Attend spring training sessions (dates and times listed on the employee timeline).
6. Participate in Conference Assistant selection process by assisting with both of the Conference Assistant Group Selection Process activities.
7. Participate in the Conference Assistant individual interview process.
8. Participate and present in Summer Staff Training exercises during the Spring Semester.
**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 Conference Assistants.

**Business Management for Desk Operations**
1. Ensure Star Rez is updated periodically throughout your shift all recent check-in/out and room changes.
2. Assist the UGCS Conference Coordinators in planning for major check-in and check-out activities, oversee the process of preparing keys/packets and registration cards for check-ins.
3. 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).
4. Accept comments/requests from groups and guests. Refer requests to appropriate staff and follow-up as necessary.
5. Manage all room keys and common area keys. Monitor staff in performing bi-weekly key audits. Report any concerns to the Coordinator for Residential Services.
6. Maintain and coordinate the inventory and distribution of summer guest cards in terms of building and room access. Work with the UCGS Coordinator to ensure guests have the appropriate access on their guest cards. Keep daily updated logs of all cards.
7. Manage mail and packages; ensure messages are delivered in a timely fashion and report any concerns to the Coordinator of Residential Services.
8. 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.
9. Conduct campus tours for conference groups as needed.

**Business Management for Residence Hall Room Hospitality**
1. Coordinate bulletin boards in lobbies for all residence halls.
2. Oversee the room check process to ensure that a room is clean and ready for occupancy.
3. Work with Aramark personnel to maintain an emergency supply of linen at the front desk.
4. Assist the Resident Director for Operations with the cleaning schedule of guest rooms with Aramark.
5. Assist the Resident Director for Operations with any 2FIX issues.
6. Update Star Rez with room checks, damages, lost keys, etc. after a group departs.
7. Assist with check-in and check-out operations for large groups.

**Qualifications:**
1. Strong administrative and organizational skills. Strong interpersonal and customer service skills. Previous summer housing leadership and/or residence hall administrative experience preferred. Experience in event planning and implementation and/or leadership experiences/positions.
2. Proven excellence in managing large numbers of details and logistics with a project or event.
3. Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Access).
4. 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. Applicants must hold a cumulative GPA of 3.0 or higher.
4. Must be available to work 35 hour work week with traditional business hours, as well as non-traditional evening and weekend hours. Schedule will be set in May but hours may vary occasionally to coincide with conference/intern operations. Hour of operations for BOC’s will be between 7:00am-9:00pm Monday-Sunday.
5. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment.
6. Duty will required for a maximum of 2 weeks during the 14 week summer. You will be on duty during the week 24 hours a day and respond to calls when needed.

Compensation:

- $12.50/hour for 35 hours a week of work during May to August summer employment. Training hours will be paid at an hourly rate of 9.50. You will receive housing in a single room in an apartment to be shared with other BOC’s in Nebraska Hall during summer employment period.
- You will be required to take one week off or the equivalent of, between end of June and end of July. This time off is without pay. Not All requests may not be approved.