AMERICAN UNIVERSITY
HOUSING AND DINING PROGRAMS

Hospitality Coordinator (Lead)
Position Description

The Hospitality Coordinator Lead (HCL) reports directly to one of three University Conference & Guest Services Coordinators within the Housing & Dining Programs Office and are responsible for overall support of summer operations both in and out of the residence halls for all UCGS conference & events during the summer. Three HCL’s will be hired prior to the start of summer season.

General Responsibilities:

Provide administrative support to the University Conference & Events Coordinator and other summer staff personnel working in the Housing & Dining Programs office. Duties generally include coordinating meeting space and audio visual reservations, meeting room set-ups, on-site coordination of special events as well as working with all staff to ensure all residence hall rooms are cleaned and ready for conference guests. Specific responsibilities include:

Meeting Space Hospitality Assistance
1. Coordinate and track meeting space reservations, changes, and cancellations. Assist in coordinating written confirmations of meeting space and audio visual needs for all conference groups/coordinates.
2. Supervise the meeting room set-up process and work with the UCGS Coordinators to ensure customer requirements are met.
3. Coordinate with the UCGS Coordinators 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 to ensure customer satisfaction with meeting space and other requested arrangements.
5. Assist in the review of close-out reports and development of invoices with the UCGS Coordinator.
6. Other Duties as Assigned.

Residence Hall Hospitality Assistance
1. Assist with the arrival and departure operations, room checks and readiness, welcome signs for groups and individuals.
2. Coordinate bulletin boards in lobbies for all residence halls.
3. Oversee the room check process to ensure that a room is clean and ready for occupancy.
4. Assist the Business Operations Coordinator (BOC) with the cleaning schedule of guest rooms with Aramark.
5. Assist the BOC in communicating linen set-ups with Aramark.
6. Assist the BOC with room checks after a group departs.
7. Assist with check-in and check-out operations for large groups as needed.
8. Assist with housing or campus tours as needed.
9. Other Duties as Assigned.

Responsibilities of ALL Hospitality Coordinators
1. Maintain regular contact with the all University Conference & Guest Services Professional Staff, as well as other summer conference team members.
2. Provide support to all aspects of summer operations including desk operations, guest services, and site coordination. 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 University Conference & Guest Services Professional Staff and communicate any staffing issues and needs.
4. Assist in the coverage of residence hall front desks as requested.
5. Be part of the Conference Assistants duty coverage of residence hall. Approx. 4-5 duties over the 14 summer weeks. This will be a paid duty for 2 hrs at the $11.00 pay rate.
6. Enforce and adhere to all relevant policies/procedures as set forth by Housing & Dining Programs/American University.
Meetings and Trainings:
1. Attend weekly Summer Leadership Team Meeting (1 hour per week).
2. Attend one-on-one meetings with their supervisor (1 hour per week).
3. Attend ALL-Neighborhood meeting and disseminate information along with the UCGS Coordinator of each Neighborhood. (1 hour per week)
4. Attend spring training sessions (dates and times listed on the employee timeline).
5. Participate in Conference Assistant selection process by assisting with both of the Conference Assistant Group Selection Process activities.
6. 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.
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 Conference Assistants.

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).
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. Applicants must hold a cumulative GPA of 3.0 or higher.
5. Work on-call duty shifts or desk shifts when necessary.
6. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment.

Compensation:
- $11.00 /hour for 28 hours a week of work during May to August summer employment. Training hours will be paid at an hourly rate of $9.50
- Housing in a single room during summer employment period. You will receive housing in a single room in an apartment to be shared with other SLT’s in Nebraska Hall during summer employment period.
- You will be required to take one week off or the equivalent of, anytime between the first week of summer and the end of summer. This time off is without pay. Not all requests may not be approved.