



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. Six (6) SMAs will be hired for Summer 2011.

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. 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. Communicate needs and changes to Bon Appetit. Compare dining requests to the Bon Appetit. 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. Supervise the archiving and storage of summer-related documentation.
6. Assist in the preparation, coordination, and management of academic year early arrival students.

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.

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 Master Room Chart. Specific responsibilities are:

1. Oversee all data in the Master Room Chart, making daily changes, additions and deletions. Input individual conference and intern rosters into the master room chart to create a true and accurate reflection of use and availability.
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.

Summer Management Assistant for Desk Operations (1 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. Schedule additional staff, maintain check-in rosters, and oversee the process of preparing keys 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.

Summer Management Assistant for Scheduling & Payroll (1 position 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 with staff work schedules and changes, daily work priorities and summer staff payroll. Specific responsibilities are:

1. Coordinate scheduling for Main Campus and assist with scheduling for Tenley Campus. Oversee scheduling desk, duty, and supplemental shifts. Ensure that day, evening, and weekend shifts are equally distributed.
2. Oversee the daily work schedule and track Campus Host schedules and shift changes.
3. Work closely with the ACUHO-I Intern for Operations to prioritize work projects on a daily basis. Create work project lists for the Campus Host staff.
4. Coordinate summer staff student payroll in conjunction with the Residential Services Coordinator.

Summer Management Assistant for Room Checks & Readiness (1 position 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 desk shift coverage in emergency situations. 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 Director of Conference & Residential Services 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 and present in Summer Staff Training exercises in May.
6. 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) preferred.
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 summer training sessions.
4. Work on-call duty shifts or desk shifts when necessary.
5. Work desk hours at a front desk when necessary.
6. Attend mandatory Spring summer training sessions.
7. 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.*)
- Seven (7) 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.**