Position Overview: The Hospitality Coordinator (HC) reports directly to one of the University Conference & Guest Services Coordinators 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 HC’s will be hired prior to the start of summer season.

General Responsibilities:
1. Provide administrative support to the UCGS Coordinators and other summer staff personnel working in the UCGS Office.
2. Track meeting space reservations, changes, and cancellations. Assist in in coordinating written confirmations of meeting space and audio/visual needs for all conference groups.
3. Supervise the meeting room set-up process and work with the UCGS Coordinators to ensure customer requirements are met.
4. 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.
5. Serve as on-site coordinator of all summer conference special events to ensure customer satisfaction with meeting space and other requested arrangements.
6. Conduct campus tours for conference groups as needed.
7. Assist with the arrival and departure operations, room checks and readiness, welcome signs for groups and individuals.
8. Oversee the room check process to ensure that a room is clean and ready for guest occupancy.
9. Assist with check-in and check-out operations for large groups as needed.
10. Provide support to all aspects of summer operations including desk operations, guest services, and site coordination.
11. Be part of the Conference Assistants duty coverage of residence hall. Approx. 4-5 duties over the 14 summer weeks.
12. Enforce and adhere to all relevant policies/procedures as set forth by Housing & Dining Programs/American University.
13. Other duties as assigned.

Administrative Duties:
1. Assist in the review of close-out reports and development of invoices with the Business Operations Coordinators (BOCs).
2. Coordinate bulletin boards in lobbies, and the floors of all residence halls.
3. Assist the Business Operations Coordinator (BOC) with the cleaning schedule of guest rooms with Aramark.
4. Assist the BOC in communicating linen set-ups with Aramark.
5. Assist the BOC with room checks after a group departs.

Staffing Expectations:
1. All Hospitality Coordinators must be available for all training sessions, which begin on Thursday morning, May 11th 2017 and end on Tuesday evening, May 16th 2017. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin. There is also a mandatory staff meeting to be held on Sunday, April 23rd 2017 (6:00pm, Location TBA).
2. Attend weekly Summer Leadership Team Meeting (1 hours 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 (TBD).

Staff & 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 a 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 all summer staff positions.

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. Proficiency with the Microsoft Office suite (Microsoft Word, Excel).
6. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

Position Requirements:
1. 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 HC’s will vary between 8:00am-8:00pm.
2. 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.
3. Attendance at all mandatory spring and summer training sessions.
4. Applicants must hold a cumulative GPA of 2.75 or higher.
5. Successful review of judicial records.
6. This position is contingent upon the successful completion of a pre-employment background check.
7. Must have a valid driver's license and clean driving record.
8. Work on-call duty shifts or desk shifts when necessary. Due to the demanding nature of this position, employee may not hold an outside job or internship during dates of employment.

Dates of Employment:
May 11, 2017 – August 15, 2017

Compensation:
$12.75/hour for 35 hours a week of work during May to August summer employment. Training hours will be paid at an hourly rate of $11.50

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 S/LT’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 are approved.