



CONFERENCE & GUEST SERVICES

AMERICAN UNIVERSITY • WASHINGTON, DC

Student Leader – Operations & Scheduling Lead (OSL) Job Description

Position Overview: The Operations & Scheduling Lead (OSL) acts in paraprofessional capacity during the academic year, assisting University Conference & Guest Services (UCGS) with event planning duties at the client-facing and operational levels. The Operations & Scheduling Lead reports directly to the UCGS Senior Operations Manager and is responsible for assisting their supervisor with any on-site coordination of the Constitution and Duber event spaces. The Student Leader is responsible for creating the Operations Assistants' (OA) and Conference Assistants' (CA) schedules, in the SubItUp scheduling software. They will assist professional staff with all aspects of scheduling, event operations, and final billing during the academic year.

Position Responsibilities:

- Scheduling:** The Operations & Scheduling Lead will oversee all aspects of scheduling and reporting to include, but not limited to the following:
 - Create/assign all shifts (event setup and event support) for the Operations Assistants (OA) in Constitution Hall Event Space and Conference Assistants (CA) in Clark Hall.
 - Publish the schedule for the next two weeks on Fridays.
 - Maintain request for Request for Time-Off (RTO), shift swaps, and drops.
 - Manage and maintain confidentiality with weekly timesheets submitted by Operations Assistants and Conference Assistants via WorkDay. Responsible for approving/rejecting student staff submissions, as well as following up with the staff when necessary.
 - Communicate proactively with the Senior Operations Manager regarding staffing issues and concerns.
- Final Billing:** The Operations & Scheduling Lead will coordinate with UCGS Conference Managers and Business Services Finance team for final billing. Tasks will include but are not limited to:
 - Prepare final invoices and final bill packets for clients renting Constitution Hall event space.
 - Maintain financial audits of all contracted clients to ensure that necessary documents (contracts, final bill, etc.) are being filled correctly.
- Operations:** The Operations & Scheduling Lead will assist UCGS Managers with conference group preparations for University Conference & Guest Services' premier venue, Constitution Hall. Tasks will include but are not limited to:
 - Coordinate with the Senior Operations Manager and UCGS Managers to create event diagrams on Social Tables for the Operations Assistants.
 - Upload Social Tables diagrams to Trello cards for Operations Assistants during an event setup shift.
 - Monitor and maintain the condition of UCGS facilities, furniture/equipment, and report problems.
 - Ensure all the storage spaces are kept in order in accordance with the storage space diagrams provided by the Senior Operations Manager.
 - Act as an on-site point of contact for basic audio/visual needs and demonstrate proper operation to guests when necessary.
 - Assist Operations Assistants with tasks as necessary.
- Front Desk:** The Operations & Scheduling Lead will work at the front desk of the UCGS main office in Duber Hall. Tasks will include but are not limited to:
 - Serve as a primary point of contact for guests and other visitors to the office. Operations & Scheduling Lead will answer questions and refer the guest to the appropriate professional staff member, if unable to assist.
 - Answer calls and transfer the caller to the appropriate professional staff member.
 - Answer calls from potential clients and collect information about conference and events inquiries.

- Be appropriately dressed for greeting and interacting with guests of the university while working a shift.
 - Maintain confidentiality regarding any conversation, phone call, or paperwork that the Student Leader is privy to while working in the office.
5. Understand, enforce, and adhere to all relevant policies/procedures as set forth by University Conference & Guest Services, the Student Code of Conduct, and American University.
 6. Attend all required training/meetings and respond to emails within 24 hours, as directed by the Senior Operations Manager.
 7. Assist professional staff with various administrative projects.
 8. Other duties as assigned by the Senior Operations Manager and UCGS professional staff.

Staff & Community Standards:

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 staff members create a welcoming environment for guests and maintain standards for a high level of customer service.

Required Knowledge, Skills, and Abilities:

1. Must be a driven student who demonstrates strong interpersonal, oral & written communication, and customer skills.
2. Must be able to work both independently and part of a team environment to perform all necessary job responsibilities with accuracy and efficiency with minimal direct supervision.
3. Possess strong organizational and analytical skills, as well as the ability to multi-task.
4. Must be detailed-oriented to perform job functions with accuracy and precision.
5. Ability to work well under pressure.
6. Demonstrate exceptional leadership characteristics.
7. Must be able and willing to lift items up to 25-50 lbs.
8. Previous event and AV experience strongly preferred.
9. Proficiency with the Microsoft Office suite (Microsoft Word, Excel, Access).
10. Ability to represent AU by means of a pleasant and helpful disposition, a positive attitude, and a quick response.

Position Requirements:

1. Successful candidates must be in good academic standing with a cumulative GPA of 2.0 or higher.
2. Must be currently enrolled at the American University with a valid AU email account.
3. Must have previously worked at least 1 semester or 1 summer for University Conference & Guest Services.
4. Successful review of judicial record.
5. This position is contingent upon the successful completion of a pre-employment background check.
6. Must be available to work a consistent schedule for a **15-hour** work week during business hours Monday through Friday from 8 am – 6 pm.

Dates of Employment:

1. Saturday, September 6, 2025 – Friday, May 8, 2026
 - Mandatory OSL training will be determined based on Student Leader's Fall semester schedule.
 - Attend mandatory training for Fall Semester OAs on **Saturday, September 6th from 10 am – 4 pm.**
 - Attend mandatory training for Spring Semester OAs date to be determined in November 2025.
 - Opportunity to continue working through final exam period in both semesters.
 - Previously employed Summer Lead or Assistant can begin working as early as **Monday, August 11, 2025.** On-campus housing accommodations will not be granted to allow for an early start date.

Compensation: \$19 per hour