



Student Leadership Team (SLT) – Operations Lead (OL) Job Description

Position Overview: The Student Leadership Team (SLT) acts in paraprofessional capacity in preparation for and during the summer conference season, assisting University Conference & Guest Services (UCGS) conference and event planning duties at client-facing and operational levels. The Operations Lead (OL) reports directly to the Senior Operations Manager within University Conference & Guest Services. The OL is responsible for overseeing the residence hall rooms by communicating with campus partners and Operations Assistants about guest's arrival, as well as managing the maintenance requests by submitting 2fix tickets and tracking facilities' requests statuses. The OL will work in conjunction with the Senior Operations Manager and the Student Leader Team to perform on-site coordination of various summer operations across campus.

Position Responsibilities:

- 1. Residence Hall Operations:** The Operations Lead will oversee all aspects of room readiness in the resident halls. Tasks will include but are not limited to:
 - Oversee the room readiness process in the residence halls by communicating with appropriate campus partners, Aramark Housekeeping.
 - Using Star Rez, prepare spreadsheets and information for room checks to be completed by the Operations Assistants to ensure rooms are ready for guest occupancy.
 - Follow up with Aramark Housekeeping on rooms that are not ready for check-in.
 - Inform Senior Operations Manager of damage reported in the rooms.
 - Create and assign room readiness tasks for the Operations Assistants by uploading Excel SharePoint with the check-in sheets to Trello.
- 2. Facilities Management:** The Operations Lead will manage all aspects of 2-fix requests from clients and staff. Tasks will include but are not limited to:
 - Monitor maintenance requests submitted by the student staff on behalf of the clients, submit 2-fix requests, track the status of work orders, and follow up with 2-fix, as necessary.
 - Manage maintenance requests submitted by Operations Assistants during facilities rounds, submit 2-fix requests, track the status of work orders, and follow up with 2-fix, as necessary.
 - Assist in closing the residence halls by submitting facilities issues found at the end of the summer to campus partners (housing and facilities management) to prepare residence halls for academic year.
- 3. Venue Operations:** The Operations Lead will work alongside/backstop the Operations & Scheduling Lead to manage venue inspections. Tasks that will include but are not limited to:
 - Utilize space rental reports to assign Operations Assistant venue inspection tasks in Trello before and after a client's arrival to assess damages in the space.
 - Monitor venue inspection submissions from Operations Assistants.
 - Inform the Senior Operations Manager of damage and the client that caused the damage.
 - Assist Senior Operations Manager, Operations Lead, and Administrative Support Lead with operational and facilities requests as needed.
4. Serve as an active participant in summer opening and closing procedure.
5. Support the Operations Assistants in the execution of their duties as required.
6. Alongside the Senior Operations Manager, oversee the workflow of the Operations Assistants Team and ensure all tasks are completed properly and efficiently.
7. Be an active part of the Summer Leadership Team and serve as a leader within the student staff community.
8. 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.
9. Attend all required training/meetings and respond to emails within 24 hours, as directed by UCGS professional staff.

10. Respond to requests from Student Staff, ProStaff and clients during office hours, 8am – 7pm daily.
11. Assist professional staff with various administrative projects.
12. Other duties as assigned by the Senior Operations Manager and UCGS professional staff.

Staffing Expectations:

- Attend in-person Student Leadership Team (SLT) training session on **Saturday, March 28, 2026**.
- Must be available for all in-person training sessions, **Monday, May 11, 2026 - Friday, May 15, 2026**. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing and dining charges will begin.
- Attend, be on time, and present for all scheduled/assigned shifts, in-person training, staff meetings.
- Must be available to work in office during the Spring semester for **5-10 hours/week, March 30, 2026**.
- Must be available to work a **30-hour week** with traditional business hours as well as non-traditional evening and weekend hours, from May 11th - August 10th. **The SLT office is open from 8 am - 7 pm every day of the week.**
- Must work closing day of Summer Operations on **Saturday, August 8th**, unless employed with HRL as an RA/DA for the Fall 2026 semester.
- Attend all weekly in-person Summer Leadership Team & UCGS Managers Meeting on Wednesdays from 1-2 pm.
- Submit a self-evaluation and attend an end of summer evaluation meeting with supervisor.
- Respond to emails from UCGS professional staff within 24 hours.

Staff & Community Standard:

- 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.
- Ensure that summer staff members create a welcoming environment for guests and maintain standards for a high level of customer service.
- Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

Qualifications:

- Strong administrative and organizational skills as well as strong interpersonal and customer service skills.
- Previous summer conference and/or event planning experience preferred but not required.
- Proven excellence in managing large numbers of details and logistics with a project or event.
- Familiarity with the Microsoft Office suite (Microsoft Word, Excel, Outlook).
- Ability to represent American University by means of a pleasant and helpful disposition, a positive attitude, and quick response.

Position Requirements:

- **Due to the demanding nature of this position, Summer Leadership Team members may not hold an outside job or internship during the summer operation May – August.**
- Be available to work immediately following May final exams until mid-August unless otherwise modified by the UCGS staff or their designee.
- Maintain flexible hours to coincide with the summer conference operation that is 24/7 from May - August.
- Full attendance at mandatory in-person summer training sessions, as well as staff meetings otherwise approved in advance by the UCGS staff team or their designee.

- Must be enrolled as an AU student in Summer 2026 or Fall 2026.
- Applicants must hold a cumulative GPA of 2.00 or higher.
- Successful review of judicial records.
- Must be in good standing with the University and comply with all University and UCGS policies.
- This position is contingent upon the successful completion of a pre-employment background check.
- Knowledge of the University and Washington, DC area preferred.
- **Must live in residence halls during summer months.** Live-in staff members are expected to be available for all scheduled assignments and projects, and are expected to be accessible in person, by phone, or by e-mail to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
- **Must have lived at least 1 semester in university residence halls.**

Physical Requirements:

- Must be able to regularly lift 25-50 lbs.
- Must be able to work outside in DC heat and walk around campus.
- Must be able to push moving carts, tables, and chairs between buildings across campus.

Dates of Employment:

- March 28, 2026 - August 10, 2026
 - Opportunity to continue working during the transition period from August 11th – 23rd.

Compensation & Benefits:

- \$19.50/hour
- **Housing in single occupancy is provided and is required to live in assigned on-campus residence space during the duration of employment with UCGS.** Staff are required to move into and out of summer residence assignments on designated dates assigned by AU Housing & Residence Life staff.
- The ability to **opt in to a summer meal plan** as part of compensation paid for by UCGS. **Meals will only be available when residential dining is open/operational.** UCGS will designate a deadline for the opt in summer meal plan covered by the department. Once the deadline has passed, UCGS will no longer cover summer meal plans.
 - **Housing and dining are considered compensation and may impact financial aid eligibility for students enrolled in summer classes.**
- The **ability to opt in for a mini-fridge/microwave rental** as part of compensation paid for by UCGS, if requested by designated deadline. **Delivery and pick-up dates are flexible with the start/end of conference season.**
- Unlimited **no cost** use of residence hall laundry facilities.