



Operations Lead (OL) Position 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. Operations Leads (OL) report directly to the UCGS Operations Manager and are responsible for assisting their supervisor with any on-site coordination of various summer operations across campus. Operations Leads will work in conjunction with the Conference Leads (CLs) and the Intern Lead (IL) to oversee all meeting spaces and residence halls utilized by University Conference & Guest Services (UCGS) during the summer conference season.

General Responsibilities:

1. Assist UCGS Managers with conference group preparations as needed. Tasks will include but are not limited to:
 - Tracking all meeting space reservations, furniture setups, and audio/visual requests for University Conference & Guest Services' premier venue, Constitution Hall, as well as other spaces used across campus.
 - Supervise the event space set-up process and work with the UCGS Professional Staff (ProStaff) to ensure customer requirements are met.
 - Oversee the room readiness process in the residence halls by communicating with appropriate campus partners and preparing information for room checks to be completed to ensure rooms are ready for guest occupancy.
 - Maintain condition of UCGS facilities/residence halls, furniture, and equipment and report any problems as they arise.
 - Monitor maintenance requests submitted by the staff, submit 2fix requests, track the status of work orders, and follow up with 2fix as necessary.
 - Assist in closing down residence halls by reporting facilities issues found at the end of the summer to ensure residence halls are ready for academic year move-in.
 - Supporting Conference and Operations Assistants in the execution of their duties as required.
2. Alongside the Operations Manager, oversee the workflow of the Operations Assistants Team and ensure all tasks are completed properly and efficiently.
3. Serve in 2 single-week (7 consecutive days) duty rotations with the other members of Summer Leadership Team.
 - As the SLT on duty, respond to after-hours requests from Student Staff, ProStaff and clients on housing issues, guest cards, meal plans, room set-up, etc.
 - Refer all crises/emergencies to AU Police, Community Director, or UCGS ProStaff on duty and file detailed Incident Reports, to be maintained as part of UCGS official records.
 - Document all calls through the daily duty report and submit the report by 10:00am each day.
4. Respond to requests from Student Staff, ProStaff and clients during office hours, 8am – 8pm daily.
5. Be an active part of the Summer Leadership Team and serve as a leader within the student staff community.
6. 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.
7. Other tasks as assigned.

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 proactively work with UCGS ProStaff and/or Community Directors 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 a high standard of customer service.
3. Participate in staff development activities and encourage the participation and involvement of all summer staff positions.

Qualifications:

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

Position Requirements:

1. Must be a full time, matriculated AU student in Fall 2024.
2. Attend in-person training sessions **Friday March 1, Saturday March 2, and Saturday April 13, 2024.**
3. Must be available for all general in-person training sessions, which begin on **Monday, May 13, 2024,** and end on **Friday, May 17, 2024.**
 - If a staff member is unable to meet these requirements, the offer will be rescinded, and summer housing charges will begin.
4. Must be available to work in-office during the spring semester **5-10hrs per week,** beginning **March 18, 2024.**
5. Must be available to work a **35-hour** work week with traditional business hours as well as non-traditional evening and weekend hours, beginning **May 13, 2024.**
 - These hours include a 1-hour unpaid meal break to be taken daily either between 11am and 1pm or between 4pm and 6pm, schedule dependent.
6. Must live in the residence halls during the summer months. Live-in staff members must be available for all scheduled assignments and projects and are expected to be accessible in person, by duty phone, or by e-mail, to answer questions, respond to emergency situations, and to perform other administrative tasks and projects as needed.
 - Failure to reside on campus in assigned summer housing may result in the termination of your employment contract.
7. Attend all weekly in-person Summer Leadership Team & UCGS Managers Meeting.
8. Attend in-person weekly meetings with their supervisor.
9. Applicants must hold a cumulative GPA of 2.00 or higher.
10. Successful review of judicial records.
11. Must be in good standing with the University and comply with all University and UCGS policies.
12. This position is contingent upon the successful completion of a pre-employment background check.

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.

Dates of Employment:

- March 1 – August 12, 2024

Compensation:

- \$18.50/hour, for 5-10 hours of work per week during the spring term March to May and for 35 hours of work per week May to August during the summer operation.
- Housing in a single bedroom within a Nebraska Hall apartment shared with other members of the Summer Leadership Team during the summer employment period, May 13, 2024, through August 12, 2024. Staff are expected to move on dates assigned by AU Housing.
- You will be entitled to 5 meals a week with residential dining, starting when the summer meal plan begins.