

Yale Conferences & Events

Conference Housing Operations Manager

Position Description

To apply, send your resume, cover letter, three references, and your response to the questions below attached in an email to john.magnusson@yale.edu

Use "Conference Housing Operations Manager" as the subject line of the email

DURATION

Start: May 6th or earlier (potentially negotiable)

End: August 16th (non-negotiable)

OVERALL RESPONSIBILITIES

This internship (for credit or no credit) will serve as a summer staff supervisor for Yale Conferences & Events and residential conference guests to ensure proper delivery of goods and services by assigned team employees to guests of Yale University. Supervisory responsibility will encompass training, directing, and overseeing the functions of 3-4 College Leader Information Personnel and 3-4 Guest Service Representatives. This position operates in a public relations capacity by greeting the group organizers and their guests and by courteously and efficiently providing assistance to them as needed. Applicants must possess strong communication and advanced organizational skills in order to work effectively with staff, other University personnel, and clients.

This position will ensure accurate and effective arrival and departure of conference housing guests and supervise assistance provided to residential guests. In addition, this individual assumes the responsibility for the opening, daily operation, and shutdown of one or more assigned residential colleges utilized by Yale Conferences & Events. This role ensures that the assigned work is being done thoroughly and in a timely manner. Individuals will function more with a professionally logistical, operations, and communications focus, as opposed to a programming and student development concentration. This position requires a **significant** time commitment and has a **live-in requirement**.

DUTIES AND RESPONSIBILITIES

PRINCIPLE DUTIES

- Supervise and manage staff as necessary.
- Provide exceptional guest service.
- Greet guests and handle all inquiries.
- Insure conference guests are checked in and out through issued and collected room keys and conference security cards.
- Provide assistance to guests when the Housing Office is closed.
- Assist in the organizing the guest information, room lists, emails, key packets and any other necessities for residential groups.
- Maintain superior level of service in the preparation of all guestrooms.
- Report room and/or furniture damages to the Program Director.

STAFF SUPERVISION

- Create and post a weekly schedule for assigned staff members taking into account time off requests, team dynamics, and conference needs.
- Assist in the training and supervision of College Leader Information Personnel and Guest Service Representatives.
- Supervise all Housing Office operations including assistance with all guest check-in/check-out services.
- Ensure Housing Office Logs are accurately kept and reflect all building activities.
- Ensure that the assigned work is being done thoroughly and in a timely manner.
- Ensure that the staff properly bags and counts soiled linen.
- Supervise and assist staff in the preparation of guestrooms.
- Ensure the staff works according to assigned schedule and reports to work in uniform.
- Apprise Program Directors of all employee or guest concerns.
- Maintain daily contact with the Program Directors concerning staff duties.

OFFICE OPERATIONS

- Organize the Housing Office with necessary manuals, guides, and supplies, replenishing as necessary.
- Ensure that all guest service equipment is on site and in working order.
- Monitor inventories in storage place orders when additional supplies are needed.
- Compile and submit end of conference billing reports for all assigned residential groups.
- Organize and facilitate end-of-season inventory counting.
- Manage the end of summer closing of all storage rooms.
- Complete shutdown procedures for assigned residential college(s) at the end of the season.

FACILITY MANAGEMENT

- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Ensure maintenance or other issues are resolved or followed up with as quickly as possible

INSPECTIONS

- Monitor inspections to insure all guestrooms are prepared by the custodial staff prior to group arrival.
- Inspect all building areas regularly and report maintenance or cleaning issues to custodial staff.
- Maintain regular monitoring of residential college(s) common areas

LINEN MANAGEMENT

- Responsible for the linen delivery process, amenity inventory, and office/storage room upkeep.
- Attend all linen deliveries and pickups to count and record linen shipments and verify any discrepancies

ADDITIONAL RESPONSIBILITIES

- Assist in special projects assigned by the Program Director.
- Assist with other duties as assigned by the Program Director or other Conferences & Events personnel.

COMPENSATION

Compensation is based on the full period specified above and will be pro-rated for less time.

Total compensation valued at: \$12,476

Monetary compensation: \$3,500

Full room and board within Yale University. (Valued at \$8,976)

HOUSING

This position has a live-in requirement and entails employees living in a historic university near the coast of the long island sound. From the elaborate woodwork to the stone archways, stairwells, and in-suite fireplaces, the experience is one not soon to be forgotten.

MEALS

In addition, this position provides dining on campus at our incredible dining facilities that work to support and enhance the world class standing of Yale University.

TIME COMMITMENT

This position requires a **flexible work schedule involving both early morning and late night hours. Weekend and holiday work is regularly required. Schedule will vary each week with days off usually occurring on weekdays.**

SKILLS AND ABILITIES:

- Candidates must have strong oral and written communication skills for telephone, email, and personal contact.
- Must have a pleasant, helpful attitude, and enjoy guest service.
- Must have the ability to encourage and motivate others to work as a part of a team in order to adhere to deadlines.
- Attention to detail, patience, and a professional appearance are important.
- This position requires a willingness to work diligently and independently.
- Candidate must be dependable and thorough.
- A strong work ethic and internal drive to continually improve will be expected.
- This position involves extensive physical labor including an ability to repeatedly lift 25 lbs.

ADDITIONAL NOTES

Business casual attire or the uniform shirt and name tag provided by Yale Conferences & Events is required while working.

Previous supervisory experience is required.

Previous hospitality or guest service experience preferred.

Application Questions

Attach your response to the following sections, as well as your resume, cover letter, and references to john.magnusson@yale.edu

Rate your proficiency with the following:

	Not at all proficient						Extremely proficient	
Windows Operating System:	1	2	3	4	5	6	7	
Microsoft Excel:	1	2	3	4	5	6	7	
Microsoft PowerPoint:	1	2	3	4	5	6	7	
Microsoft Word:	1	2	3	4	5	6	7	
Microsoft Outlook:	1	2	3	4	5	6	7	

Please respond to the following:

How this position will best assist in your professional and career aspirations? In your answer, explain what you want/need/expect from this internship.