

## Position Description for **Assistant Operations Manager – Administrative**

<b>Reports To</b>	Operations Manager
<b>Period of Employment</b>	Spring Semester (Part Time), Summer (Full Time)
<b>Hours</b>	40 hr/wk during the summer, varied hours during the spring semester. Overtime may be required during peak occupancy.
<b>Compensation</b>	\$9.25 per hour plus summer housing.
<b>Requirements</b>	A valid driver's license with fewer than 5 points.

The Assistant Operations Manager – Administrative is responsible for the day to day administrative functions of the Summer Conference Operations. In addition the AHM assist the Operations Manager with a variety of tasks, both inside out outside of the office. The AOM will also play a key role in helping to maintain the customer service standards of the Summer Conference Program.

### **Specific Responsibilities:**

#### **A. Administrative Management Responsibilities**

1. Compile a daily Hospitality Report assessing the overall quality of the Hospitality desks and the staff.
2. Refer staff members to the appropriate supervisor or Team Leader for follow up or disciplinary action as necessary.
3. Maintain the Team Challenge records for the summer.
4. Maintain the LCC logs and prepare weekly LCC reports for the Management team.
5. Conduct regular audits of the parking permit books.
6. Prepare weekly *At Your Service Awards* and track awards received.

#### **B. Personnel Administration**

1. Assists in the hiring of the Hospitality Assistant Staff.
2. Assists with the design and delivery of training and development of staff.
3. With the Hospitality Manager, maintain the disciplinary/grievance process.
4. Produce any necessary supplements to the summer operations manual.
5. Directly supervise one to three Communication Assistants.
6. Indirectly supervise and responsible for disciplinary action for 10-15 Hospitality and Assistants.

#### **C. Administrative Duties**

1. Assist with the creation and maintenance of all policy and procedures.
2. Responsible for the creation and maintenance of all staff manuals.
3. Responsible for the creation and maintenance of all administrative forms.
4. Provide administrative support as required.
5. Perform special projects as assigned.

**D. Summer Management Team**

1. Complete a Summer Annual Report offering suggestions for improvement and evaluating summer operations.
2. Prepare for, attend, and participate in meetings pertaining to summer operations.
3. Meet with the Hospitality Manager on a regular basis and keep them informed of any problems, situations, etc.
4. Contribute to and encourage the development of positive working relationships between summer staff, guests, vendors, and other University Departments.
5. Work with the summer management team to develop and evaluate standards for summer operations.
6. Carry a cell phone for the entire summer period.
7. Respond to all calls and ensure phone is in working order.

**E. All Other Duties as Assigned**