Conference Housing Hospitality Manager

JOB SUMMARY
The Conference Housing program exists to provide service to students with employment opportunities while supporting the university through housing external guests and university sponsored groups. The Conference Housing Hospitality Manager is responsible to the Conference Housing Coordinator and Assistant Director for Facilities & Operations for providing support to the Conference team. This position must have a thorough knowledge of the conference program, as well as the policies and procedures in order to ensure smooth operations. Fundamental to the position is the concept of “role model.” All duties will be performed in a friendly, professional, courteous manner at all times.

DUTIES AND RESPONSIBILITIES
- In conjunction with the Conference Housing Coordinator (or their designee), develop and implement a comprehensive Front Desk operations and Conference Programmer training program
- Oversee the daily operations of the Conference Housing Front Desk and ensure that all policies and procedures are followed
- Pre and Post conference season inventory of all front desk supplies
- Supervise, train, and evaluate team members working with Conference Housing
- Develop work schedule for Front Desk team
- Coordinate the entering of all maintenance requests for guest rooms and students. If after hours determine with Conference Housing Coordinator (or their designee) if maintenance should be called in to address the situation
- Ensure that all package logs, communication logs, key logs, etc. are completed properly at the time of transaction
- Oversee and execute the preparation of key packets, floor charts, registration lists for the conference guest arrivals assigned to you
- Serve as liaison to Conference and Event Coordinator related to execution of conference group requests
- Assist with the management of the Kinetic software as it relates to information pertinent to the successful check-in/check-out of conference guests and intern housing participants
- Assist Conference and Event Coordinator with input of conference group participant lists as necessary
- Develop the on-call duty schedule
- In the absence of the Linen and Amenities Manager and the Conference Housing Coordinator, Managers will sign for and accept all linen deliveries
- Approving request for days off in conjunction with the Amenities & Suites Manager, the Graduate Intern and the Conference Housing Coordinator
- The Conference Housing Managers, Graduate Intern and Conference Housing Coordinator (or their designee) will meet weekly with all Conference Housing Team Members
- Respond to emergency situations after hours. Notify Conference Housing Coordinator immediately of all situations
- Carry a cell phone 24/7 to respond to any situations as necessary
- Participate in a rotating nightly (7days per week) on-call schedule for guest assistance

MINIMUM QUALIFICATIONS
Ability to perform all duties and responsibilities as outlined above. Must be a current UNLV upper class or graduate student and maintain a cumulative GPA of 2.25 or higher and a semester GPA of 2.0 or higher. Must have one year of Conference Housing or related field experience. Management experience preferred. This position should be able to come away with such skills as: attention to detail; accuracy; organizational and team skills; logistical planning; and client communication and leadership skills.

Compensation: Complimentary single room with full meal plan for summer conference season $400.00 per week (paid monthly)

Estimated Hours of Work Per Week: 40

Contact Person: Nick Paxton, Facilities Graduate Assistant 895-4449