

OVERVIEW:

The Conference Services Summer Office Operations Supervisor is a full-time, temporary summer position with Conference Services at Rider University. He/she works under the direct supervision of the Grad Assistant of Conference Services. The Summer Office Operations Supervisor is hired to provide leadership and support to Conference Services Summer Programs with direct supervisory responsibility for Conference Services summer staff. A flexible work schedule is necessary as weekends, evenings, early mornings and late nights are required. Individual will be required to reside on site for the entire length of the Conference Services program (except for those days off noted on shift schedule).

Start and end dates in 2024 for the program are as follows:
May 14 through August 18 (subject to change)

Conference Services experiences high volume periods during which individual requests for extended time off for vacation may not be able to be accommodated.

REQUIRED KNOWLEDGE, SKILLS AND EXPERIENCE:

Candidates must have a High School diploma or equivalent and have previous supervisory experience, and be at least 18 years of age. A valid driver's license is required. Individual must possess excellent skills to include: leadership; ability to multi-task; organization and attention to detail; communication (verbal and written); strong work ethic; ability to problem solve; time management; ability to work well under pressure; outgoing; self-motivated; ability to address minor infractions, clearly and assertively; attention to following specific instructions; knowledge of Microsoft Word and Excel, and the Google Suite; ability to lift 50lbs; ability to write and communicate as a professional through email, fax and letters; ability to be pleasant, polite and cooperative with fellow employees, University community and external community. The satisfactory completion of a background check is required as well as the completion of a required Online Safety Driving Course. Passing of the course is required to enable access to drive a Rider University vehicle (golf cart).

SUMMER OFFICE OPERATIONS SUPERVISOR POSITION RESPONSIBILITIES:

Client Interaction /Liaison: Assist in the planning and execution of office and logistical operations for all conference service client groups; report to Grad Assistant; supervise Conference Office Staff

Duties to include (but not limited to):

- 🕒 **Supervise Conference Staff in office operations:**
- 🕒 Handle emergency situations
- 🕒 Check-in and check-out process of each group/participant
- 🕒 Oversee arrival/departure dorm checks and linen drops/pickups
- 🕒 Collect and maintain accurate, up-to-date, conferences housing and dining rosters and program information
- 🕒 Assist in coordinating and maintaining the Conference Services satellite office

- Maintain and update Conference Services bulletin boards within the residence halls
- Answer the Conference satellite office phone and provide support for participants
- Submit work orders to facilities to report custodial and maintenance issues to appropriate campus resource and follow up on all reports
- Compile an accurate inventory report of all room damages after each client's departure
- Assist in the coordination of all camp schedules
- Serve as liaison between clients and conference services in reference to conferences, camps, seminars, meetings and other functions.
- Perform general office duties such as typing, filing and answering telephones
- In conjunction with the GA, update the Conference Services daily schedules and important messages.

Other Duties

- Report directly to the Grad Assistant and assist as needed
- Supervise Conference Services student staff on a daily basis (manage, motivate, and monitor work ethic and conduct); and document when appropriate
- Address safety concerns
- Provide customer service to all clients
- Report incidents of misconduct to the Grad Assistant
- Attend all meetings as set by Conference Services. Assist in all scheduled training program(s) and attend appropriate summer planning meetings representing the Conference Services program
- Ensure duty phones are charged and ready for night duty
- Assume regularly scheduled residence hall duty responsibility
- Perform additional duties as assigned for Conference Services
- Assist the Grad Assistant and staff in changeover days; and be readily available to step help with any on campus events or planning should there be a need
- Deliver quality customer service to clients, participants, and vendors
- Be on call for the duration of the program
- Perform other duties as assigned

WORK SCHEDULE/COMPENSATION

- Hours per week can vary significantly over the course of the summer and a minimum number of hours per week is not guaranteed. The maximum work hours are 40 hours per week, and the maximum will be required by all staff members during peak weeks. On occasion, overtime may be required (compensated accordingly)
- Individual must have flexibility to include nights and weekends

PHYSICAL DEMANDS

- The ability to lift 50 pounds
- Long periods of standing
- Walking up stairs
- Stretching
- Bending