



**SIMMONS COLLEGE SUMMER CONFERENCES PROGRAMS  
2008 Summer Conference Coordinator Position Description**

**General Responsibilities:**

- ✓ Provide courteous, pleasant and efficient service to all summer guests and residents. Act as a liaison among summer guests, supervisors, staff, and the Summer Conferences Programs.
- ✓ Provide support to all aspects of summer operations including conference operations, duty shift responsibilities, guest services, and site coordination. Assist with other Summer Conferences Programs tasks that occur during the summer, including tasks related to closing/opening the residence halls for the academic year residents.
- ✓ Demonstrate a strong commitment to leadership and customer service. Investigate, handle, and report any problems or concerns that may arise during a guest's stay directly to the Manager of Summer Conferences Programs.
- ✓ Understand, enforce, and adhere to all policies and procedures set forth by the Summer Conferences Programs/Residence Campus Services offices and Simmons College. Pay particular attention to policies relating to the safety and security of the residence halls.
- ✓ Provide on-call duty coverage. Duty coverage includes supervising and assisting on-call staff. This person is responsible for overseeing all halls occupied by summer guests. The CC is the prime emergency contact person for all incidents involving guests. The manager on duty must remain within 15 minutes of campus at all times during their shift schedule. Duty coverage is in addition to the 35 hours a week average.
- ✓ Act as a liaison for the Summer Conferences Programs by maintaining strong relationships with other departments of the College and conference leaders.
- ✓ Work closely with the Manager of the Summer Conferences Programs to complete a variety of administrative tasks relevant to operation of the residence halls.

**Administrative Duties:**

- ✓ Provide training program for personnel covering all aspects of the program, including room preparation and on-call responsibilities.
- ✓ Coordinate staff schedule with respect to events and conferences on campus, including the on-call schedule for the duration of the program.
- ✓ Create weekly time sheets for personnel, process payroll for the duration of the program.
- ✓ Work closely with staff daily, provide team leadership, create and institute programs designed to retain personnel for the duration of the program.
- ✓ Maintain accurate summer conference key inventory, assist with distribution/collection of keys to and from guests, investigate missing keys, invoice for lock changes.
- ✓ Coordinate weekly inspections of all residence halls, re: housekeeping and furniture issues.
- ✓ Provide initial contact with vendor, maintain linen inventory including coordination of delivery and pickup by vendor, coordinate distribution and collection of linens with guestrooms.
- ✓ When needed, assist with general conference preparation including preparing rooms, distributing linens, inspecting the residence halls, and preparing check-in/out material.

**Staffing Expectations:**

- ✓ Attend and be on time for all training, orientation, and staff sessions, which include, but are not limited to training during the spring, staff meetings, weekly scheduling, training meetings, and other meetings.
- ✓ Understand that each staff member is required to participate in all areas of operations with the Summer Conferences Programs, and must work the required hours per week. No staff member may work more than the allowed hours (40 hours/week) without prior approval.
- ✓ Be present for all shifts and supplemental shifts, as assigned. All coverage shifts must be approved by a supervisor.

### **Staff and Community Development:**

- ✓ Encourage/maintain community atmosphere where the rights and responsibilities of staff and guests are held in high regard.
- ✓ Encourage development of staff team and effectively address tensions and interpersonal issues as they arise.
- ✓ Create a welcoming environment and establish and maintain informative and useful means of communicating with guests and with each other.
- ✓ Welcome and orient guests who are unfamiliar with the Boston area.
- ✓ Attend one-on-one meetings as requested by supervisors and an evaluation at the end of the summer.
- ✓ Create opportunities for team-building throughout the summer.

### **Position Requirements:**

#### In addition to the previous:

- ✓ Must work required 35 hours/week, unless summer schedule needs dictate otherwise. Be available to work from May 12, 2008 – September 3, 2008 unless approved by the Manager of the Summer Conferences Programs. Periods of overtime should be expected.
- ✓ A maximum of one-week vacation is available to staff members throughout the summer. Staff must request vacation time in writing to the Manager of the Summer Conferences Programs by the first day of their first date of employment. All requests may not be approved.
- ✓ Maintain flexible hours to coincide with the summer housing schedule and be available for on-call responsibility.
- ✓ Knowledge of the Boston area preferred.
- ✓ Must live in residence hall during the summer months. Live-in staff members are expected to be available for all scheduled assignments and projects, and they are expected to be accessible in person, by telephone, or by e-mail to answer questions, respond to an emergency situation, and to perform other administrative tasks and projects as needed during their scheduled shifts.
- ✓ May not hold outside commitments (excluding academic classes) of more than 10 hours/week. All internships, jobs and obligations of more than 10 hours/week must be approved in advance by the Manager. Summer Conference Coordinator position responsibilities take priority over any outside commitments.

### **Dates of Employment:**

May 12, 2008 (8:30am) to September 3, 2008 (5:00pm)

### **Training Dates:**

All Summer Conference Coordinators must be available for all training sessions, which begin on Friday, May 16, 2008 and continue throughout the week. Coordinators are however encouraged to begin before the initial date listed. Conference Coordinators will be responsible for being involved in all training sessions for Conference Assistants beginning May 16, 2008. If a staff member is unable to meet this requirement, the offer will be rescinded, and housing charges will begin.

### **Compensation:**

- ✓ \$11.50 per hour for 35-40 hours per week. Overtime will be paid at time and a half.
- ✓ Housing in a single room.