

Division of University Housing Conference Services

DESK OPERATIONS MANAGER JOB DESCRIPTION

The Desk Operations Manager (DOM) is a vital member of the Conference Services team. The DOM reports directly to the Conference Services Manager(s) and receives work assignments from these individuals as well as from the Conference Hall Directors (CHDs). The DOM will be primarily responsible for desk operations in Conference Services buildings. The DOM may also work closely with the Residence Life Student Supervisor (RLSS). The DOM is required to live in their assigned residence hall and assists with the administrative functions of the conference operation outlined in this job description. As is the case with all conference staff, the DOM represents themselves, the conference operation, and UNL as a provider of quality customer service. The DOM will begin their employment in April. **The DOM may take summer classes only with the express permission of Conferences professional staff.**

General Responsibilities:

1. Maintain a high level of performance and integrity in all areas of employment.
2. Actively support the philosophies and mission of UNL Conference Services.
3. Serve as a role model of attitudes and behaviors that support Conference Services.
4. Act as a resource and referral agent for Conference Assistants and conference guests.
5. Demonstrate appropriate behaviors and confront inappropriate behaviors.
6. Be available and approachable to Conference Assistants, CHDs, the Conference Services Managers, and conference guests.
7. Serve as a teammate of and a liaison between all **H**ousing personnel.
8. Help avoid potential conflicts - be a trouble shooter.
9. Satisfactorily fulfill all Conference Assistant duties.
10. Act and dress in a professional manner.

Staff Support Responsibilities:

1. Assist with planning and implementation of Conference Assistant orientation week.
2. Assist with supplementary Conference Assistant staff training throughout the summer.
3. Develop tools and resources for CAs to utilize at the front desks.
4. Provide additional training on desk procedures to CA staff during staff meetings.
5. Assist with **C**onference **a**ssistant schedules as needed (duty, desk and check-in/out shifts).
6. Actively participate in weekly staff meetings.
7. Act as backup for scheduling and payroll CAs.
8. Be accessible and approachable to staff members to assess their needs and level of satisfaction with desk materials.
9. Manage and monitor desks as they open and close throughout the summer.
10. Provide on-site support for Conference Assistants working in functional areas (desk, check-in/out stations, etc.).
11. Make recommendations for improvements to desk services and resources.
12. Provide the professional staff with feedback regarding operational quality and efficiency.
13. Provide the professional staff with feedback regarding staff performance and dynamics.

Administrative Responsibilities:

1. Assist Conference Services professional staff in maintaining accurate records at desks, including conducting daily checks of all logs and materials at each desk.
2. Track and distribute desk inventory, making sure desks have all supplies they need each day.
3. Follow up on all lost and/or found items, logging and returning as needed.
4. Follow up on all lost or misplaced mail.
5. Set up and tear down all residence hall front desks, ensuring consistency.
6. Manage inventory in the Conference Services storage area, following up on missing or misplaced items.
7. Be proficient in the operation of Conference Services computer systems.
8. Manage all signage (bathrooms, elevator signage, desk signage) replace as needed
9. Participate in conference team meetings with the Conferences Services Managers ~~and Coordinator~~, CHDs, and RLSSs.
10. Maintain daily contact with the professional staff, keeping them advised on important matters pertaining to the conference operation.
11. Keep abreast of conference activities in all halls.
12. Occasionally work with the RLSSs in managing the cash funds.
13. Participate in additional meetings as requested.
14. Participate in Conference desk and duty rotation as assigned.
15. Fulfill other duties as assigned by the Conferences Management staff.

Qualifications:

1. Previous employment as a Conference Assistant (one year or more) required.
2. Strong commitment to customer service and helping conference guests required.
3. Prior supervisory and training experience preferred.
4. Prior experience with Kx and SharePpoint preferred.
4. Competency with Microsoft Office Suite software desired.
5. The Desk Operations Manager should be available for work beginning March 1, 2019. Variations to this start date may be negotiated.

Remuneration:

Base pay for the Desk Operations Manager will be \$11.50 per hour.

The University of Nebraska-Lincoln is an equal opportunity educator and employer with a comprehensive plan for diversity.

