

CLASSIFICATION SPECIFICATION

Conference Services Manager

FT/PT Class Code: 3073, 3573 Pay Grade: B/C 13 FLSA: Non-Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for overseeing all operational aspects of a campus conference center(s). An incumbent responds to inquiries, provides scheduling and contract information, and works with outside vendors and internal service units to ensure that all client requirements are met. In addition, an incumbent also promotes conference center services and builds relationships with internal and external customers.

NATURE AND SCOPE:

An incumbent typically reports to an administrative and/or professional supervisor and is responsible for planning, organizing, and coordinating facility management for thousands of annual events in the campus conference center, including providing oversight of conference center services during evening and weekend hours.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Oversees the daily and weekend operation of the campus conference centers, including supervision of staff, scheduling of room setups/takedowns, catering, audio/visual requests and facilities sanitation/public safety staffing as needed. Processes Facility Request and Confirmation forms.
2. Maintains an accurate inventory of furniture/equipment in each classroom and furniture available to be used in each conference area. Ensures that all tables and chairs are functional and is responsible for inventory, storage, and cleanliness of all tables, chairs, skirting, tablecloths, etc.
3. Facilitates the cleanliness of all areas within the conference centers during the evening and on weekends to include restrooms and kitchen areas.
4. Ensures budgeted revenue and volume expectations are met by focusing on the retention of current customers and the recruitment of new customers.
5. Assists in marketing Workforce Development and Community Education facilities by providing customers with tours of the facilities and promotion of services. Solicits information regarding customer needs such as: audio visual equipment, computer services, facilities sanitation services, etc.
6. Ensures that all internal and external inquiries receive appropriate attention and are responded to in a timely manner.
7. Provides quality customer service at all times and works cooperatively with Workforce Development and Community Education staff and other departmental staff members. Informs the Director of Workforce Development and Community Education regarding all issues and potential problems.

PRINCIPAL ACCOUNTABILITIES, cont'd:

8. Oversees the delivery and execution of catering services, including ensuring that Public Health requirements are met. Ensures that all leftover food/beverage items are removed in a timely manner. Monitors caterer performance and takes corrective action if necessary.
9. Trains, evaluates, and supervises part-time conference center staff as assigned.
10. Prepares a variety of financial and other reports, on-site contracts, and invoices related to conference center services. Tracks Accounts Receivable for facility usage. Monitors payments, logs deposits, and arranges for special payment schedules when needed.
11. Serves on committees as assigned by supervisor.
12. Schedules campus sports facilities as assigned.
13. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of computers and computer software.
- ◇ Knowledge of supervision.
- ◇ Knowledge of multimedia equipment.
- ◇ Knowledge of College facility policies and procedures.
- ◇ Excellent organizational, interpersonal, and communication skills.
- ◇ Skills in providing customer service.
- ◇ Ability to effectively communicate, both orally and in writing.
- ◇ Ability to handle multiple priorities and to organize and follow-up on activities.
- ◇ Ability to research, compile, and analyze data.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and two (2) years of relevant experience; or other equivalent combination of education and experience.