

2018 Summer Conference Supervisor Position Overview

FRESNO STATE

University Courtyard

Deadline:
Sunday, February 25th
@ 11pm

Job Description

Work as a team to provide the University Courtyard Summer Conference program with dedicated and enthusiastic service, assuring that conference guests and group leaders have a quality experience on the Fresno State campus.

The Summer Conference Supervisor is under the direct supervision of the Summer Conference Coordinator.

Minimum Qualifications

- Current Fresno State Student
- Demonstrate Leadership Skills
- Strong Communication Skills
- 18 years of age or older
- Basic Microsoft Word and Excel skills
- Two recommendations (encouraged but not required)

Expectations

- Saturday training prior to official summer start: Date **TBD** (usually early May)
- Full time commitment to the Summer Conference program from Monday, May 21st – Friday, August 10th, 2018 (***Dates Subject to Change***). This includes Memorial Day weekend and 4th of July.
- Attend and participate in weekly staff meetings as well as development activities.
- Live in residence suites as assigned. Move-in Dates: Saturday, May 19th after noon – Sunday, May 20th or when room is ready*; Move-out Date: Sunday, August 12th, by 5:00pm. (****Dates Subject to Change, Start date based on the arrival of the first conference***)
- Be familiar with campus facilities, policies and regulations, residence hall emergency procedures, and be available for emergency calls related to injuries, health, fire, and campus security (training provided).
- Demonstrate exceptional interpersonal, communication and conflict resolution skills.
- Ability to communicate effectively with group leaders.
- Ability to deal successfully with difficult, demanding, or dissatisfied customers.
- Ability to provide prompt customer service to conference guests and group leaders.
- Be responsible, flexible, possess ability to assess situations and take initiative to respond with good judgment.
- Be responsible for use and security of master keys, cell phone (provided), and other items designated by University Courtyard.
- Work irregular shifts including weekdays, evenings, weekends & holidays.
- Complete Defensive Driving (training provided).
- Uphold California State University, Fresno Association Inc. integrity standards provided in staff manual and policies as stated in the University Courtyard Student Handbook with established modifications for summer conference groups.
- Fulfill responsibilities of position description and stated job expectations of supervisors.

Primary Responsibilities

- **Work as part of a team to serve a designated Summer Conference representative and fulfill job responsibilities:**
 - Coordinate hall/room preparation and closing using established guidelines.
 - Coordinate access to linen & supply storage throughout summer conference season.
 - Work with other University Courtyard departments regarding linen, facility, dining, and equipment needs.
 - Ensure that facilities are prepared, room set-up is complete and ready for the group's arrival.
 - Greet and provide assistance to assigned group leaders when they arrive on campus.
 - Supervise and work assigned summer group check-ins and check-outs.
 - Ensure that all University Courtyard session meeting spaces are prepared for summer conference groups when reserved including opening the location, turning the lights on, and setting up equipment. At the conclusion of use ensure that space is locked, lights off, and the equipment is taken down and secured.
 - Engage in informal and pleasant interaction with summer conference guests.
 - Serve as liaison between guests and University Courtyard staff.
 - Coordinate with dining services (Catering and Dining Hall) regarding group meals.
- **Ensure University Courtyard guests' comfort and safety in the residence halls:**
 - Check emergency systems and familiarize summer group leaders with them.
 - Immediately report damage or maintenance concerns to the Facilities Coordinator.
 - Work with the Public Safety Assistants and Fresno State Police to resolve safety issues.
 - Uphold and enforce University Courtyard policies and procedures.
 - Conduct damage walks before group check-in; optional for group leaders to attend.
 - Be responsible for on-call shifts as assigned. Must remain on-campus during assigned 24-hour shifts.
- **Be responsible for specifically assigned groups:**
 - Contact group leaders regularly prior to group arrival and obtain required conference information and materials.
 - Maintain a binder on a daily basis for each summer conference group you are assigned.
 - Ensure assignments are completed within the deadlines put forth on the supervisor checklist before/during/after a group's stay.
 - Coordinate inventory, distribution, and collection of linens throughout the residence halls.
 - Request linens for guests and maintain accurate linen service count (in/out) inventory within specific timeframe.
 - Prepare pertinent information for posting throughout University Courtyard facilities (such as directional signs, bathroom designations, campus facilities and hours available for use, linen exchange information, emergency contacts, etc.)
 - Prepare and verify rosters/floor plans, print rosters for check-in and check-out process.
 - Request maintenance, housekeeping, room keys, meal cards, supplies, and linen inventories from the appropriate staff in a timely manner.
 - Oversee and ensure preparation of check-in materials including forms, room keys, meal cards, linens, and other items deemed necessary for conference check-in.
 - Assist guests with luggage.
 - Be on-call 24/7 for conflict resolution during guest check-in times and throughout assigned conference groups stay.

- **Assist in the end of the summer wrap-up:**
 - Compile required inventories for supplies and linen.
 - Ensure all summer conference office and residence hall space has been closed down using established procedures.
 - Finalize and submit all conference billing and ensure all files are completed for assigned summer conference groups.
 - Submit summer conference itemized billing statements to the Summer Conference Coordinator within 48 hours of check-out.
 - Schedule and complete assignments for preparation of room, distribution/collection of linens, and check-in and check-out of groups.
 - Supervisors are released and checked out at the discretion of the Summer Conference Coordinator.
- **Must be able to perform physical tasks including but not limited to:**
 - Go up and down stairs repetitively.
 - Carry bags of blankets, linen packets, and mattress pads up and down stairs repetitively.
 - Fasten mattress pads to beds.
 - Push/pull heavy linen bins.
 - Carry box of cups, mints, brochures.
 - Carry up to 20lbs.
 - Work in the sun and warm/hot weather conditions.
- **Assume additional responsibilities as identified by the Summer Conference Coordinator.**

Special Notes

- Average 1 day off/week.
- 5 vacation days (new) or 6 vacation days (returning) (as approved by supervisor)
- Fulfill daily office hours
- Scheduled on-call days (average 2-3 on-call days/week), fulfill 24-hour on-call responsibilities.
- In case of emergency, must remain within 20 minutes (and within cell phone range) of University Courtyard at all times unless it is a scheduled day off, and able to respond to cell phone calls immediately.
- Be available via cell phone 24 hours/day, 7 days a week.
- Due to the duties and irregular shift assignments, summer conference supervisors may not hold another job or enroll in summer classes.

Compensation

- A large single bedroom within a two- or three- bedroom, furnished residence suite at University Courtyard from Saturday, May 19th, noon – Sunday, August 12th, 2017 at 5:00pm (**Dates Subject to Change**).
- 21-meal plan provided at University Dining Hall during days & hours of operation (3 meals a day / 7 days a week).
- Utilities paid, free basic cable hook-up and service, use of fitness center and outdoor pool.
- Sunday, May 20th – August 12th (**Dates Subject to Change**)-- \$3,000 (new) or \$3,300 (returning) stipend* divided equally and paid on June 7th, June 22nd, July 6th, July 20th, August 7th, August 22nd.

***2018-2019 Residential Life Staff will not be eligible for the final stipend amount (New and Returning) due to the required end date of August 1st. A limited number of RLS members will be eligible for hire.**

***In the event Summer Conferences end early, final stipend payment may be modified.**

Remove this coversheet before submitting your application

Personal Information:

Name: _____ Fresno State ID#: _____

Phone: _____ E-mail Address: _____

Major: _____ No. College Units Completed as of Dec/2017 _____ Cumulative GPA _____

Permanent Address:

Street Address	Apt/Suite
City	State
	Zip Code

Local/On Campus Address:

Check this box if your Local/On Campus Address is the same as your Permanent Address.

Street Address	Apt/Suite
City	State
	Zip Code

1. Have you ever been employed at University Courtyard? (Circle One)

YES

NO

If yes, list the position(s) held and date(s) of employment:

2. Are you currently (or plan on being) employed with any other department or organization with Fresno State, including Auxiliary departments?

YES

NO

If yes, please explain:

3. Are you in good financial and disciplinary standing with: (Circle One)

- a) Fresno State: YES NO
- b) University Courtyard: YES NO N/A

If no, explain: _____

2. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

3. Briefly describe any customer service experience you have provided in a volunteer or paid position:

4. After reviewing the job description, if you were selected for this position, explain how the skills you currently have would contribute to your job success:

Communication Skills:

Organizational skills:

Personal strengths:

5. Explain a time when you had a lot of tasks thrown at you at once? How did you handle that situation?

6. Do you have any commitments that would deter you from full-time work obligations, including weekends and after hours from May 21st - August 10th, 2018, as well as, one Saturday in May? **(Dates Subject to Change)**

YES
NO

If yes, list the...

Commitment(s)	Date(s)	Time(s)

7. **References:** NOTE: It is your responsibility to submit a resume and two letters of recommendation in addition to this application. Letters of recommendation are not required, but strongly encouraged.

Name: _____

Occupation & Title: _____

Contact #: _____

Name: _____

Occupation & Title: _____

Contact #: _____

I certify that the information provided in this application is true and correct to the best of my knowledge.

Applicant Signature _____ **Date** _____

**Return the completed application to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue M/S RH 82 Fresno, CA 93740-8013**

If you have any questions, please contact the Marketing and Summer Conference Coordinator, Aimee Caneva, at acaneva@csufresno.edu.