

CALIFORNIA STATE UNIVERSITY, FRESNO ASSOCIATION INC.

2012 SUMMER CONFERENCE Supervisor
Position Description

Goal: 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.

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

Qualifications:

- Current Fresno State student
- Demonstrated leadership skills
- Strong communication skills
- 18 years of age or older
- Submission of completed Supervisor application

Expectations:

- All weekend training prior to official summer start: May 5 & 6
- Hourly work: May 7-18
- Full time commitment to the Summer Conference program from May 19 - August 11, 2012 (including Memorial Day weekend and the 4th of July)
- Attend and participate in weekly staff meetings as well as development activities.
- Live in residence suites as assigned. Move-in Dates: May 20– May 21; Move-out Date: August 11, by 10:00 am.
- Be familiar with campus facilities, policies and regulations, residence hall emergency procedures and 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, and other items designated by University Courtyard staff.
- Work irregular shifts including weekdays, evenings, weekends & holidays.
- Complete Defensive Driving class (training provided) if you possess a valid California Drivers License.
- 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.

Responsibilities (include, but are not limited to):

- **Work as part of a team to serve as 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 and that the rooms are set-up and ready for group 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 group use as reserved including opened, lights on, equipment set up and ready. At the conclusion of use ensure that space is locked, lights off, equipment taken down and secured.
- Engage in informal and pleasant interaction with summer conference guests.
- Serve as liaison between guests and University Courtyard staff.
- **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 Public Safety Assistants and University Police to resolve safety issues.
 - Uphold and enforce University Courtyard policies and procedures.
 - 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 for each summer conference group assigned. Update daily.
 - Ensure assignments completed within deadlines on supervisor checklists before/during/after a group's stay.
 - Coordinate inventory, distribution, and collection of linens throughout 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 welcome and 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, 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, keys, meal card, linens, and other items deemed necessary for conference check-in.
 - Submit summer conference itemized billing statements to the Marketing and Summer Conference Coordinator within 48 hours of check-out.
 - Schedule and complete assignments for check-in and check-out of groups.
 - Schedule and complete assignments to prepare rooms, distribute/collect linens.
 - 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.
 - Supervisors are released at the discretion of the Marketing and 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 and mattress pads up stairs
- Fasten mattress pads to beds
- Push/pull heavy linen bins
- Carry multiple linen packets up stairs
- Carry box of cups, mints, brochures
- Carry up to 20lbs
- Work in the sun and in warm/hot weather conditions

Assume additional responsibilities as identified by the Marketing and Summer Conference Coordinator.

Special Notes:

- Average 1 day off/week.
- Fulfill daily office hours, 10:00 a.m. – 4:00 p.m.
- Scheduled on-call days (average 1-2 on-call days/week), fulfill 24-hour on-call responsibilities.
- In case of emergency, must remain within 30 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.

Compensation:

- A two bedroom, furnished residence suite at University Courtyard (to be shared with another University Courtyard employee) from May 20, 2012 at 12 p.m. - August 10, 2012 at 10 a.m.
- 21-meal plan provided. Meal plan available in University Courtyard Dining Hall during open dates and hours from June 10, 2012 dinner - August 10, 2012, breakfast (exact dates TBD)
- Utilities paid, free basic cable hook-up and service, use of Fitness Center and Outdoor Pool.
- May 20 - August 10 -- \$3000 (new) or \$3300 (returning) stipend* divided equally and paid on June 7, June 22, July 7, July 22, August 7, August 22.

Due to the duties and irregular shift assignments, summer conference supervisors may not hold another job or enroll in summer classes.

**2012- 2013 Residence Life Staff will not be eligible for the final stipend amount of \$500 (New and Returning) due to the required end date of August 1st. A limited number of RLS members will be eligible for hire.*