**Academic Wage Appt – Residential Conferences Program Coordinator**

**Please see Special Instructions for more details.**

**This is an Internal Employment Opportunity.** When applying you will be required to attach the following electronic documents: 1) A resume/CV; and 2) A cover letter indicating how your qualifications and experience have prepared you for this position. You will also be required to submit the names of at least three professional references, their e-mail addresses and telephone numbers as part of the application process. For additional information, please contact: Dawn Snyder at dawn.snyder@oregonstate.edu. OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community. If a Criminal History Check is required, add the following language: This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement.

**Position Details**

**Position Information**

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| **Department** | Univ Housing and Dining (MHD) |
| **Position Title** | Academic Wage Appt - Salaried |
| **Job Title** | Academic Wage Appt – Residential Conferences Program Coordinator |
| **Appointment Type** | Academic Wage/Short Term |
| **Job Location** | Corvallis |
| **Position Appointment Percent** | 100 |
| **Appointment Basis** | 12 |
| **Pay Method** | Salary |
| **Recommended Full-Time Salary Range** | $3492-$5892 |
| **Position Summary** | The Residential Conferences Program Coordinator is a professional faculty position responsible for the logistics planning for and implementation of UHDS Residential Summer Conference Program. This position plays an integral role in ensuring youth and adult conference guests through the Residential Conferences program have a safe, welcoming, and healthy experience. This position supervises and works with undergraduate and graduate student staff to create a safe, educational, caring, and inclusive community in Residential Conferences spaces. An Assistant Director of Operations supervises this position. This position serves as a member of the Residential Conferences team, as well as the Operations unit within University Housing & Dining Services.  This position trains, supervises, and assigns work to the Residential Conferences student positions. Exceptional customer service, attention to detail, and communication and relationship-building skills are necessary for success in this position. The position requires infrequent and unpredictable crisis response throughout the year to several facilities but at an even higher amount during the summer conference season in 10-15 facilities.  A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of University Housing and Dining Services (UHDS). This position will adhere to all OSU and UHDS policies and procedures, and applicable laws both on and off campus. |
| **Position Duties** | 45% RESIDENTIAL CONFERENCES LOGISTICS AND ADMINISTRATION •Responsible for logistics planning and implementation for UHDS Residential Summer Conference Program, including maintaining the summer conference calendar. •Work with student administrative assistant to ensure all conference information is up to date, accurate, and accessible in the online information management system and in other shared file locations. •Communicate with conference sponsors and clients to ensure all conference details are accurate and provided in a timely manner, including estimated and guaranteed numbers. Work with conference sponsors to create guest/room rosters, when requested. •Coordinate with other UHDS units and partners to ensure residence hall and dining spaces are presentable and ready for guests. Ensure other UHDS units have accurate rosters, dining counts, and other necessary planning information in a timely manner. •Work with UHDS and campus partners to reserve classrooms and/or rental spaces and coordinate other conference group requests for space. Collaborate with OSU Catering to meet other dining needs for conference groups, as needed. •Ensure all conference agreements are fully executed and proper insurance documentation is on file for all external or non-OSU groups. •Track conference group deposits and payments. Process all on-line transactions and other form of payment in a timely manner. •Prepare billing information upon a group’s departure including housing, meal, key, and damage charges. •Work with Assistant Director to develop agendas for various Residential Conferences meetings. Keep notes during meetings and distribute to attendees. •Serve in on-call rotation with other Residential Conference Management team members during the summer conference season.  30% CUSTOMER SERVICE •Work with student administrative assistant to provide the conference sponsor or client with a central point of contact for information and assistance, working to ensure a high level of satisfaction.  •Resolve or refer conference sponsor, client, and/or guest concerns or complaints to appropriate departments. •Maintain familiarity with university and department policies, procedures, and resources in order to address a variety of questions and concerns for conference sponsors, clients, and guests.  20% SUPERVISION  •Train, direct, assign work, approve work, effectively recommend fire, and evaluate student employees. Directly supervise one student administrative assistant. Direct and assign work to all Residential Conferences student staff. Respond to employee concerns or direct them to Assistant Director as appropriate.  •Collaborate and coordinate with rest of the Residential Conference Management Team to support Residential Conferences student staff to ensure they have the knowledge and skills needed to address guest needs.  5% GENERAL OPERATIONS •Assist with unit and departmental efforts including residence hall opening and closing.  •Other duties as assigned to help support unit and department objectives. |
| **Minimum/Required Qualifications** | •Bachelor’s degree or equivalent combination of education and experience required. •Minimum of one year of experience working in a university housing or similar setting. •Demonstrated ability to establish and maintain partnerships with colleagues, customers, and/or customers. •Strong attention to detail and demonstrated ability to manage multiple priorities, timelines, and deadlines within an environment of frequent interruptions •Demonstrated ability to prioritize assignments and have multiple tasks and projects in progress at any one time. •Experience with information management systems, report generation and information auditing, and/or maintaining databases. •This position has daily, direct contact with customers, so it requires strong oral and written communication skills. •A demonstrable commitment to promoting and enhancing diversity. •Demonstrated knowledge and/or experience required to manage crisis response. •Demonstrated staff supervision skills. •This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a Criminal History Check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in Youth Programs may have additional Criminal History Checks every 24 months.  •Pursuant to Oregon Law and UHDS Policy, this position is required to maintain current Cardiopulmonary Resuscitation and Automated External Defibrillator (CPR/AED) certification (if cognitively and physically able to do so). Annual training is provided at department expense. Duty to act ends at summoning professional emergency assistance. |
| **Preferred (Special) Qualifications** | •Experience coordinating or planning conferences or events. •Master’s Degree in Higher Education Administration, Student Personnel, Counseling Leadership, Education, Hospitality or Hotel Management, Business or a closely related field.  •Professional experience outlined above in College or University Residential Life/Housing/Conferences/Student Affairs setting (GTA or equivalent experience may qualify). |
| **Working Conditions / Work Schedule** | This position requires weekend, evening, and early morning time commitments, on-call responsibilities, as well as supervisory work. During the summer conference season (June 15 – September 8) this position works an irregular schedule with attendance expectation of 40+ per week, including some nights and weekends. In addition, this position serves in an on call role for the Residential Conference Management Team Member on duty during the summer conference season.  This position is deemed essential and the incumbent is expected to contact their supervisor (or Person In Charge) by phone during inclement weather, emergency and other University work curtailments or closures to determine if they must report to work. |
| **This position requires a clear and unambiguous commitment to compliance of all National Collegiate Athletic Association (NCAA) regulations for Division I (FBS) universities.** | Yes |

**Posting Detail Information**

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| **Posting Number** | P00422AW |
| **Number of Vacancies** | 1 |
| **Anticipated Appointment Begin Date** | 05/01/2018 |
| **Anticipated Appointment End Date** |  |
| **Posting Date** | 04/20/2018 |
| **Full Consideration Date** |  |
| **Closing Date** | 04/27/2018 |
| **Indicate how you intend to recruit for this search** | Competitive / Internal |
| **Special Instructions to Applicants** | **This is an Internal Employment Opportunity.**  When applying you will be required to attach the following electronic documents:  1) A resume/CV; and  2) A cover letter indicating how your qualifications and experience have prepared you for this position.  You will also be required to submit the names of at least three professional references, their e-mail addresses and telephone numbers as part of the application process.  For additional information, please contact: Dawn Snyder at dawn.snyder@oregonstate.edu.  OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.  If a Criminal History Check is required, add the following language: This position is designated as a critical or security-sensitive position; therefore, the incumbent must successfully complete a criminal history check and be determined to be position qualified as per OSU Standard 576-055-0000 et seq. Incumbents are required to self-report convictions and those in youth programs may have additional criminal history checks every 24 months. Offers of employment are contingent upon meeting all minimum qualifications including the criminal history check requirement. |

**Supplemental Questions**

Required fields are indicated with an asterisk (\*).

1. \* Internal employment opportunities are filled from within the institution by candidates who are current, or recent, members of the OSU Community. Please indicate how you meet this criterion. See: http://hr.oregonstate.edu/jobs/oeshtxt/111 for details.

(Open Ended Question)

**Documents Needed to Apply**

**Required Documents**

1. Resume
2. Cover Letter

**Optional Documents**

1. Other Document 1 (see Special Instructions)