

Job Description

| | |
|------------------------|--|
| Job Title: | Conference Services Assistant Supervisor |
| Department: | Food Services |
| Reports To: | Conference Services Manager |
| Jobs Reporting: | Seasonal co-op students |
| Salary Grade: | USG 5/6 |
| Effective Date: | January 2023 |

Primary Purpose

Oversee the day-to-day aspects of the Summer Accommodations program and fulfill sales, event coordination, event supervision and administrative duties for Catering and Event Services.

Key Accountabilities

Oversee the day-to-day aspects of the Summer Accommodations program

- Recruit, train and oversee the work of the front desk coop students and support staff
- Schedule staff and create payroll records for staff shifts
- Ongoing performance management of staff and conduct mid-term and final evaluations for coop students
- Ensure that areas of the business are covered with the necessary number of staff and the correct skillset
- Perform regular audits on supply and equipment inventory as necessary to operate effectively
- Create and maintain cleaning calendar to ensure that guest rooms and residence facilities are properly prepared and maintained
- Liaise with laundry company to ensure linens are laundered and delivered to the appropriate area
- Coordinate facility cleaning requirements to UW cleaning services employees and contracted cleaning services employees
- Liaison between departments such as Campus Housing, Food Services, IST, Athletics, etc. to ensure a smooth Summer Accommodations operation
- Submit work orders and ensure repairs are completed in residence facilities
- Coordinate preventative maintenance and capital improvement in residence facilities
- Coordinate client event requirements which may include accommodations, meeting rooms, food services, parking, and signage
- Develop training programs, employee manuals, shift guidelines and standard operating procedures for Summer Accommodations
- Assist with supply ordering, inventory control, cash controls and security of all storage and server areas
- Assist Conference Manager with registration services including the creation of online registration forms and answering attendees' questions on registration
- Assist Conference Manager with registration services when required
- Assist in creating "end of season" reports that summarize the conference season including making recommendations to improve services and improve operating procedures.
- Assist in implementing overall marketing and outreach plan
- Evaluate financial reports and take corrective action when necessary
- In the absence of the Manager/Supervisor, oversee the day-to-day operations of the assigned unit(s)

Sales and supervision for Catering and Event Services

- Promote and provide growth in sales through direct customer contact, upselling and marketing initiatives.
- Organize client events which could include client meetings, contract preparation, supervision of events, post-event follow-up and billing.
- Oversight of licensed events as required
- Ensure all health, safety, sanitation, and maintenance standards are met

Contribute to the enhancement of a positive customer experience

- Maintain high customer service levels by initiating as needed improvement tactics and coaching staff
- Diffuse and rectify guest complaints and concerns.
- Work with a high degree of professionalism and courtesy when dealing with students, guests, staff and faculty
- Anticipate needs of clients and offer suggestions to improve their experience
- May be required to work in other UW Food Services units as needed and performs other duties as assigned

Financial Responsibilities

- Assist with establishing the annual budget for Summer Accommodations
- Prepare and reconcile web and bank deposits as required
- Allocate revenue to the appropriate accounts and journal within the management software
- Investigate cash float shortages and maintain related procedural documentation as required.
- Ensure financial templates are kept up to date with latest account numbers and conference information
- Perform monthly audits of all revenue and expense accounts as required

Required Qualifications

Education

- A diploma in Food and Beverage management or equivalent education and work related experience

Experience

- 1 – 3 years in customer service and/or hospitality field such as hotel/conference (preferred) quick service or institutional food service environment
- Experience supervising and working with student employees
- Experience with inventory and cash controls, food and labor cost control and providing exceptional customer service
- Understanding of union environment

Knowledge/Skills/Abilities

- Proven ability to work with a minimum of supervision in a fast paced, customer-oriented environment
- Excellent motivator with highly developed interpersonal, organization and communication skills (written and oral)
- Smart serve certified or willingness to attain
- Proficient in the use of common computer software programs

Nature and Scope

- **Contacts:** Internally, communicates and develops relationships with employees within specific departments such as Housing and units of all categories and levels including Full-time and Part-time hourly staff using a high level of tact and diplomacy. Externally, this position interacts with customers, staff, faculty, students, vendors and suppliers.
- **Level of Responsibility:** Operational oversight over the Summer Accommodations program which includes supervision of seasonal co-op students and provides direction to cleaning staff. Oversight over Catering and Event Services functions which includes supervision of hourly and part time staff.
- **Decision-Making Authority:** Makes frequent, timely, independent and diverse decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities and competing demands.
- **Physical and Sensory Demands:** Occasional hands-on activities and requires moderate exertion of physical effort.

- **Working Environment:** The variety of tasks and interruptions are high. Must maintain a flexible schedule which includes evening and weekends and longer hours to accommodate event schedules or busier periods for the operation. Must be available to work on an on-call rotation during the spring term.