UNIVERSITY OF RICHMOND

STUDENT EMPLOYMENT

JOB DESCRIPTION

2014-2015

JOB TITLE: Summer Camps Student Manager

DEPARTMENT: Events, Conferences, and Support Services

ADDRESS: Physical Plant, Suite B   TELEPHONE: 289-8934

SUPERVISOR: David Donaldson, Operations and Projects Coordinator

JOB SUMMARY: During the summer months, the University hosts an array of conferences and summer camps for over 8,000 guests. We strive to provide a consistent high level of services from mid-May through the end of July. We are known for courteous, friendly, and competent service as well as unparalleled facilities.

In order to help facilitate these programs, our office is seeking to employ student managers that have strong initiative, excellent decision-making and problem solving skills, the ability to provide remarkable customer service, and can work both independently and as part of a team at times without direct supervision.

Student managers will be directly involved with all elements of event planning and execution including:

- Pre-event planning
- Prompt communication
- Event check-in & out
- Housing preparation
- Meeting space arrangements
- Visitor parking passes
- Catering & dining logistics
- A/V Staff & Equipment
- Event schedules

Student managers will serve as ambassadors for the University, and they must be friendly and committed to excellent service and group work concepts. Each manager should expect to make numerous contacts across campus with staff and faculty across many departments. In addition, our clients expect to work with students and look forward to the experience.

SPECIFIC DUTIES:

- Serve as a resource for clients and guests by providing information, direction, and answers in a courteous and timely manner.
- Be aware of the event schedule and of which groups are on campus including their schedule, housing, catering, speaker, and meeting needs.
- Perform duties necessary to maintain camp and conference programming.
- Expect a rotating schedule based on camp and conference needs:
  - Each day is different; student managers should be comfortable with a changing work environment.
  - Managers will be scheduled for overnight on-call shifts to address camp and conference needs. When scheduled for this shift, managers must
remain within a five-mile radius of their on-campus residence and answer all phone calls.

- Student managers are considered essential personnel during campus emergencies.
- Assume responsibility for keys and access cards to University locations.
- Prepare for arrival of guests by organizing keys, access cards, and parking passes as well as by performing residence hall and meeting room inspections.
- Assist with registration by directing guests, monitoring traffic, and answering questions.
  - Student managers are responsible for the placement of directional signage on campus 12 hours prior to each program’s start time.
- Answer the office telephone and cell phone; monitor emails; reply to all inquiries as well as take and deliver guest emergency messages.
- Attend staff meetings.
- Report to Camps and Conferences administration.

**JOB QUALIFICATIONS:**

- Be enrolled at the University of Richmond
- Be in good judicial and academic standing
- Have a demonstrated strong work ethic
- Ability to meet deadlines and the ability to ask for help when needed
- Have a comprehensive knowledge of campus and location of facilities and points of interest
- Strong interpersonal skills; written and verbal communication
- Valid driving record
- Knowledge of MS Office computer applications
- Cannot hold another job or attend summer school sessions.¹

Student managers are expected to reside on campus during the entire time Camps and Conferences are in operation. Room and board are provided in addition to a competitive hourly rate. Student managers will be scheduled to work 40 hours per week; however weekly schedules and length of shifts will vary based on the demands of scheduled events.

**For Student Employment Use only:**

Wage: Level III + Room & Board to compensate for RA/on-call duties      Index: 2862

¹ Some summer school coursework may be possible such as on-line courses. Each situation will be determined on a case by case basis.