

## **Assistant EAA Desk Manager Student Position for Gruenhagen Conference Center**

### **Overview of Position**

The Assistant EAA Desk Manager is responsible for the successful operation of the desks at 10 residence halls and the Gruenhagen Conference Center during the annual Experimental Aircraft Association (EAA) AirVenture convention. During the week-long event the hall desks are open 24-hours. To be successful, the Assistant Desk Manager must be able to work independently, have excellent written and communication skills, organized and very detail oriented. This position is summer only.

### **Job Responsibilities and Duties**

- Responsible for assisting in interviewing, hiring, evaluating, training, disciplining, and terminating the 35 members of the EAA Desk Receptionist crew, in conjunction with the EAA Desk Manager
- Supervises a shift during the EAA AirVenture convention. Desk operations operate 24 hours during the convention. Shift supervision includes, but are not limited to, insuring that all desks are covered, reviewing the work performed by the desk staff, insuring that desks have all supplies needed to perform their tasks, acting as a liaison between the desk operation and Guest Reservations Center, Housekeeping and Runner Services and dealing with customer issues.
- Assists in reviews and evaluation of desk procedures on a regular basis. Writes and revises the desk manual, as directed by the EAA Desk Manager. Assists in the preparation of 35 manuals.
- Assists in preparing all desks for EAA AirVenture, including stocking with supplies, preparing rosters, lost and found log, luggage log, key inventory sheets, Housekeeping daily report sheets and other things necessary to ensure the successful operation
- Assists in the preparation and posting of signs
- Effectively handles guest complaints and concerns. The Assistant EAA Desk Manager is the first contact for resolving guest issues during the scheduled shift.
- Assists in the tear down of each desk operation and the storage of materials for the next year
- Assists in the preparation a report which details the current desk operation to include, but not limited to: timeline, overview what must be done in order to prepare for the EAA convention, names and addresses of employees, a brief evaluation of each employee to include recommendation of rehiring, an analysis of the operation and suggestions to improve and a list of what is in storage and where it is located.
- Maintains the attitude that quality customer service is the priority of the Conference Center and upholds the mission statement.
- Assist with any and all responsibilities that are assigned by the supervisor and other GCC Core Staff members

### General Responsibilities

- Provide exemplary customer service to all guests
- Maintaining the cleanliness and order of the main desk area
- Maintaining the attitude that quality customer service is the priority of the Conference Center and upholds the mission statement of the Conference Center
- Assist with any and all responsibilities that are assigned by the supervisor and other GCC Core Staff members

### Requirements

- Must have and maintain a semester and cumulative GPA of 2.5 or better
- Must be a current student in good standing at an accredited post-secondary institution
- Must offer a flexible schedule and availability during business hours
- Required to work weekends during EAA AirVenture

### Qualifications

The candidate should possess these traits:

- Ability and desire to learn on the job and be detail oriented
- Knowledge of front desk operations within residence halls
- Prior supervisory experience is desired but not required

### Schedule

Hours may range from 7am to 6pm, Monday through Friday throughout the summer with the exception of the event time period. During the EAA AirVenture event hours cover an 8-hour shift with 24-hour coverage between 3 supervisors. This position is summer only, providing up to 40 hours during summer and additional required overtime, including weekends, during EAA AirVenture.

### Rate of Pay

Rate of pay begins at \$10.00/hour