

Manager on Duty Student Position for Gruenhagen Conference Center

Overview of Position

The Manager on Duty (MOD) plays a vital role in the overall success of Gruenhagen Conference Center (GCC) and is the individual whom, after normal business hours, assumes complete responsibility for the facility. The MOD is a live-in student staff position that reports to a Conference Coordinator. MODs are responsible for assisting in the safety and security of the building, responding to guest needs, and participating in a rotational duty program. With the resources and training the MOD receives, they should feel confident and comfortable with the duty tasks. The safety and security of the guest is to be paramount to the MOD, in addition to providing the high-quality customer service GCC is known for.

Job Responsibilities and Duties

- Serve as the responsible point person in Gruenhagen Conference Center during shift
- Serve as conference contact person and resource
- Carry the duty cell phone at all times and respond to all phone calls
- Provide chaperone meetings for groups, when requested
- Interact with groups utilizing the building to ensure their needs are met
- Lock doors after conferences, to include conference rooms and lodging rooms
- Conduct scheduled building rounds & checks to ensure safety and security.
- Respond to situations that arise in the building
- Act as on-site representative in emergency situations (tornado warning, fire, etc.)
- Complete duty logs, including reporting and documenting any situations, custodial issues, and maintenance issues
- Hold necessary information confidential to best protect the rights of guests and students
- Assist Front Desk operations when needed & with closing the desk at midnight
- Relieve Desk Receptionists for breaks
- Attend all scheduled staff meetings and individual meetings with supervisor
- Participate in all scheduled trainings

General Responsibilities

- Provide exemplary customer service to all guests
- Maintaining the cleanliness and order of the building, as necessary
- 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 (including break periods)

Qualifications

The candidate should possess these traits

- Ability and desire to learn on the job and be detail oriented
- Have a good understanding of the importance of safety and security of people attending a conference or event
- This position requires staff to live within Gruenhagen Conference Center (room provided as part of compensation)

Schedule

Participate in scheduled weekday and weekend rotations of duty responsibilities

- Weekday shifts are from 5:00 p.m.-12:30 a.m.*
- Weekend shifts are from 7:00 a.m. – 5:00 p.m. or 5:00 p.m. – 12:30 a.m.*

*MODs scheduled for evening shifts will lodge overnight until 7 a.m. and respond to calls, if contacted, as part of the full shift

Rate of Pay

- Single room lodging in Gruenhagen Conference Center at no cost
- Stipend of \$60/shift worked, stipend of \$120/university holiday shift worked
- Hourly wages are \$10/hour when performing duties outside of duty shifts
- Titan Dollars, provided to the Manager on Duty, to allow the staff member to dine in various on-campus dining outlets