

Villanova University  
Office of Conference Services  
610-519-7895

**Summer 2024**  
**Conference Services Conference Manager Job Description**

During the summer months, the Office of Conference Services (OCS) employs Conference Managers to work with operations and reservations functions for conference, camp, and guest groups using Villanova's meeting, dining, housing, catering, and recreation facilities. Conference Managers (CMs) will supervise and work beside the Conference Assistants (CAs) to prepare, set up, and maintain housing and meeting accommodations for guests and provide registration services.

**JOB DESCRIPTION**

1. Supervise CA staff to facilitate preparation for the arrival and stay of guest groups.
2. Assist CAs in the completion of tasks whenever possible.
3. Assign and distribute tasks to CAs using proprietary Conference Services software, accounting for the number of CAs a task requires, which CA is responsible for which task, and the necessary window of time needed for a task.
4. Manage the load of daily tasks per shift, based on when shifts do and do not overlap, using proprietary Conference Services software.
5. Plan, prepare, update, and implement daily/weekly/seasonal operation plans using proprietary Conference Services software.
6. Check in on progress on assigned daily tasks, accounting for work consistency, timeliness, and schedule concerns, and make adjustments (i.e. reassigning a task to another date, reassigning a task to another CA, assigning another CA to a task, removing a CA from a task, etc.) using proprietary Conference Services software when and where necessary and possible.
7. Update task log(s) using proprietary Conference Services software to reflect the status of daily, weekly, and seasonal tasks, such as completed, in-progress, unassigned, etc.
8. Assist Pro-Staff with assigning CAs to weekly shifts and redistributing CAs from anticipated shifts using proprietary Conference Services software, based on workload, need, flexibility, and requests.
9. Verify tasks are done through full completion, and circling back with CAs to address any incompletions.
10. Serve as a point of communication for CAs at all times, including moments of uncertainty, moments of concern, etc.
11. Communicate with other CMs about which tasks were completed and which were incomplete from the shift before.
12. Communicate with Pro-Staff to address any uncertainty about tasks or to relay when assignments are complete.
13. Communicate CA updates, trends, and concerns to Pro-Staff.
14. Staff and facilitate linen deliveries and pickups.
15. Daily, weekly, and monthly meetings with Pro-Staff, as needed.
16. Conduct CA performance evaluations, and managing the overall performance of CAs, addressing any trends, changes, strengths, and areas of improvement.
17. Make any necessary disciplinary recommendations to Pro-Staff, based on performance evaluations of CAs.
18. Engage in and helping facilitate staff meetings and training.
19. Host ongoing CA staff training throughout the duration of the CM role, addressing any problem areas, and conducting refreshers as needed.
20. Take responsibility for assigned major areas of conference operations: key management; motor vehicles; linen inventories/storage areas; table/chair inventory.
21. Manage the preparation of guest housing accommodations to ensure Conference Services standards (i.e. distributing bed linens, blankets, towels, lined trash cans, soap, shampoo/conditioner, toilet paper, and other assorted room toiletries).

22. Manage the preparation of rooms for guest groups, which includes linen exchange, checking room inventory, making beds with provided linen if applicable, etc.
23. Facilitate and assist in conducting breakdowns of apartments and dorms, meeting spaces, lounge spaces, and recreation spaces in accordance with Conference Services standards (i.e. collecting bed linens, blankets, towels, lined trash cans, soap, shampoo/conditioner, toilet paper, other assorted room toiletries, tables, chairs, supplies, and other materials).
24. Manage the check-in and check-out processes according to prescribed procedures for different locations on campus, using proprietary Conference Services software.
25. Manage pre-check-in room inspections and building walk-throughs with camp/meeting planners.
26. Manage the preparation of guest registrations and scheduled group meetings, which includes delivering tables, chairs, supplies, and materials and setting up rooms.
27. Manage the preparation of meeting spaces, lounge spaces, or recreation spaces to ensure Conference Services standards and meet group specifications and set-up requirements.
28. Manage the preparation of registration materials (including room assignments, wildcards, keys, etc.) in advance of group arrivals and scheduled registration activity, as well as after-hours registration as assigned.
29. Staff the Conference Service Desk on a scheduled basis; tasks include answering the telephone and assisting guests according to need by providing campus and local information, assisting with lock-outs, processing maintenance requests, preparing and processing walk-through and assessment sheets using proprietary Conference Services software, managing lost & found items, and performing all clerical tasks.
30. Data entry and reporting as assigned by Pro-Staff, using proprietary Conference Services software.
31. Facilitate and assist with pre-/post-season apartment and dorm set-up, breakdown, and room assessments and ensure completion of all necessary forms.
32. Communicate regularly with guests. Solicit information from guests about problems. Follow up with resolutions to the problems and/or refer guests to the appropriate department if further follow-up is necessary.
33. Manage the washing and upkeep of trashcans as rooms/buildings are broken down.
34. Manage, track, and log the inventory, organization, and cleanliness of all equipment, all office spaces, and all storage rooms across campus, throughout the duration of the CM role.
35. Manage the regular cleaning and upkeep of golf carts.
36. **Must be able to drive a box truck (no special license required), training provided.**

Once an application is received, a decision will be made whether to offer an interview. After evaluation of the interview and contacting references, job offers will be made to qualified candidates.

*All offers of employment are based upon successful completion of background screening checks.*

**To apply**, go to <https://jobs.villanova.edu/>, click on 'Student Positions', and search 'Conference Services' in the keywords box.

If you have any questions regarding our operation or the selection process, please call 610-519-7895.