Summer 2022
Conference Shift Leader Job Description

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

The Shift Leaders will interact with a range of campus service providers and off-campus contractors and suppliers in addition to over 10,000 guests who will experience hospitality, Villanova-style.

The Shift Leader position is a full-time, 40 hour per week, temporary summer position. Conference Services is a seven day a week operation. A Shift Leader will be assigned/scheduled for five varied days a week, to one of two shifts, 8-5 or 12-9 each day - including weekends. SL’s must be available to work from May 16 to August 10, 2022.

Shift Leaders are expected to participate in training/orientation designed for this position, as well as, participation in the ALL-Staff training.

We are looking for candidates who have leadership and hospitality industry/customer service skills and experience, and a demonstrated ability to interact and work well with others. Staff should have a solid work ethic, excellent verbal and interpersonal skills, a strong commitment to customer service, and be able to perform manual labor. Tasks to include: formulation of a daily work plan and its implementation covering meeting room sets (tables/chairs, A/V equipment), guest room sets (bed making/stripping), room inspections, registration and check-out staffing, all while managing a group of peer-age staff. Have knowledge of all OCS services to act as a resource for guests and provide administrative support.

All employees of Conference Services must:
- have a valid driver’s license (USA only)
- be able to lift/push/pull 35-50 pounds
- be able to drive a box truck (no special license required), training provided.

Compensation will include wages of $14.50 an hour, summer single dorm room housing and a meal plan. It is preferred but not mandatory, that a Shift Leader live on campus in Conference Services housing. All Shift Leaders are required to participate in a rotating, On-Call night schedule. On-Call hours cover a consecutive 24 hour period and are in return for the housing and meal plan benefit. Shift Leaders must live on campus, in Conference Services housing, during their scheduled On-Call hours.

*NOTE: Meal plans will have a delayed start due to the break between spring and summer semesters. Other arrangements will be made for lunch during training days until meal plans begin for summer.

Shift Leaders may be called to work outside of their already scheduled hours in response to guest emergencies or during peak occupancy periods of need. Conference Services activity will mirror a round-the-clock hotel/conference center mode of operation.

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 www.conferenceservices.villanova.edu and click on Employment Opportunities.


If you have any questions regarding our operation or the selection process, please call 610-519-7895.
1. Shift Leaders will function within two areas of service activity: operations and registrations/check-ins and will report directly to the Assistant Director of Conference Operations. Supervision will also be provided by the Assistant Director of Conference Reservations and Director of Conference Services.

2. Shift Leaders will supervise CA staff to facilitate preparation for the arrival and stay of guest groups. CA Staff training, motivation, supervision and assessment are major roles of the Shift Leader position.

3. Take responsibility for assigned major areas of conference operations: key management; motor vehicles; linen inventories/storage areas; A/V equipment/table/chair inventory.

4. Attend and lead training activities and staff meetings as scheduled. Attendance at a weekly Shift Leader Meeting and any scheduled all-staff meetings are mandatory.

5. Be available to work scheduled shifts and a rotating, On-Call nightly schedule. Staff has to be prepared to assist with any need when on-call, or assist as necessary at any other time to provide needed customer service. Manage the On-Duty staff (CA and SDA staff) during your On-Call hours.

6. Plan and prepare daily/weekly operation plans and implementation of those plans.

7. Accompny staff on rounds and other assignments during their duty as needed and approve the nightly “rounds” log sheet.

8. Manage the check-in and check-out processes according to prescribed procedures from the Conference Service Desk location as well as from remote locations in the Central and West Campus areas.

9. Prepare meeting space, lounge space, or recreation space according to group specifications and set-up requirements.

10. Prepare guest housing accommodations to include: distributing hangers, lamps, trash cans, bed linen, guest directories, assorted amenities, etc.

11. Supervise and conduct pre-/post-season apartment and dorm room assessments and complete all necessary paperwork.

12. Staff will be driving a box truck or golf cart and must have a valid driver’s license. Must be able to drive a box truck (no special license required), training provided.

13. Prepare rooms between guest groups to include linen exchange, room inventory, etc. Make beds with provided linen prior to check-in (for the groups paying for this service). Conduct pre-check-in room inspections and do a building walk-through with camp/meeting planners.

14. Prepare for guest registrations and scheduled group meetings by delivering A/V equipment, tables, chairs, conference supplies and materials and setting up meeting rooms.

15. Communicate regularly with guests as necessary. 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. Prepare incident reports on a timely basis.

16. Shift Leaders will be responsible for the upkeep and inventory of the work place, storage spaces and equipment. All areas must remain clean and orderly. Create a favorable impression about the services and facilities available to guests. Thoroughly inventory all storage areas, before, during and at the end of the season.

17. Have general knowledge and be able to navigate Conference Programmer Software in order to assist guests and staff. Training provided.

18. Troubleshoot and make recommendations to improve the quality of services offered.

19. Oversee the living quarters of the Summer Staff, do Health, Safety and Maintenance checks of rooms and act as the liaison to the Administrative Staff of Conference Services.

20. Behave consistently as a staff team member committed to making the Villanova guest experience an enjoyable one.

21. Perform other relevant duties as assigned by the Office of Conference Services Administrative Staff, and designated University officials.
CONDITIONS OF EMPLOYMENT

Housing - Only OCS employees are permitted to live in OCS housing. No pets allowed for any reason!

Scheduling – Work hours will be determined by OCS needs and your schedule and availability. Staff generally will receive two days off each week. These days may vary and will not always be on weekends. Unpaid vacation days may be requested, but will be limited to five days for the duration of employment. Time off will be at the discretion of the Assistant Director of Conference Operations.

If a sickness or an emergency arises, staff members are responsible for calling the Assistant Director of Conference Operations to report such. It will be important to inform the Office and the rest of the staff when you are/are not able to work. Not reporting to work on time or at all without prior notice may be grounds for dismissal.

Compensation – Overtime (at time and a half) is paid to anyone who works scheduled hours in excess of 40 hours per week and must be pre-approved.

Work Attire – All staff will receive polo and/or t-shirts, which are to be worn with khaki colored shorts or slacks. Closed, tied shoes must be worn, preferably sneakers. Neither open toe/heel shoes, Sperry type shoes, nor slip-on shoes are allowed.

Training – Participation in all training sessions and attendance at staff meetings is required as a condition of employment. To also include any training deemed necessary for employment by the University. Staff will be compensated for training hours and staff meetings (if scheduled outside of their normal working shifts).

Employee Relations – If any employee should cause any discomfort to a fellow employee such as sexual harassment, discrimination, unfair treatment, verbal abuse, etc. it should be reported to the Office of Conference Services.

Theft – As an employee of the Office of Conference Services, you will have access to many areas of the University. It is expected that no item will be taken from the workplace or any storage area without proper authorization and that employees will only access facilities for which they have been authorized and not provide access for any others. Keys are never to be used for any reason other than for Conference Services purposes. Any infraction of this policy constitutes grounds for immediate termination and possible additional disciplinary action.

Background checks are mandatory for all hired employees of Villanova University. Staff must do all background checks necessary for employment. Results must be provided to Human Resources and Conference Services immediately as received.

Vehicle Use - All employees of Conference Services are required to have a valid USA driver’s license. All drivers’ licenses will be checked to determine eligibility for employment. No one will be permitted to drive a University vehicle, including golf carts, until the licenses have been cleared through the system.

Contract – Staff will be required to sign a contract agreeing to all of the above as well as compliance with all other pertinent University personnel and student conduct regulations. All policies stated by the University and referenced in the Student Handbook will be abided by. Violation of such can be grounds for termination and disciplinary action may be taken.

VU Human Resources – All employees will be hired through Human Resources and must complete the appropriate paperwork/provide documentation required by the University at the time of employment.

Violations of the Conditions of Employment, Terms and Conditions of Occupancy or the Policies in the Villanova Student Handbook will be grounds for removal from housing and termination of employment.