

Villanova University
Office of Conference Services
610-519-7895

**Summer 2019
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 13 to August 7, 2019.

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:

- be able to lift/push/pull 35-50 pounds
- have a valid driver's license (USA only)
- be able to drive a box truck (no special license required), training provided.

Compensation will include wages of \$13.50 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.

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.

Application period: February 4 to March 15, 2019.

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