BUILDING MANAGER (2016)

Overview:

The Office of Conference Services is part of University Housing & Residential Life (UHRL). The office coordinates more than 60 conferences, workshops and youth camps that occupy undergraduate residences and dining halls each summer. This is a revenue generator that helps support the UHRL mission in providing high quality services to Temple University students during the academic year. In support of Conference Services, Residential Life helps operate seven residence halls across campus to provide hotel front desk style service to conference guests. Building Managers are responsible for providing excellent customer service to these guests as well as supervising seasonal conference staff. Offices are open seven days a week from 8am-7pm, including holidays.

Your role:

As a Building Manager you are responsible for the management of a residence hall during the summer season. This includes overseeing all conferences and guests, as well as the management of a student staff of 5-10 individuals.

Time commitment:

Minimum of 30 hours per week with a maximum of 40 hours per week which includes duty time. Must be willing to work a flexible schedule including weekdays, evenings, weekends, and holidays. The schedule may change weekly depending on conference arrival and departure times. Employment Period: May 7 – August 14, 2016*. All vacation time must be approved prior to the time of requested vacation, at least two weeks in advance. All employees must also attend the mandatory training prior to the start of conference season, beginning in April.

*End date of employment may change depending on conference season schedule

Responsibilities:

Management/Administrative

- Responsible for the comprehensive supervision of all student staff (Conference Assistants) in your assigned hall. This includes holding staff accountable to the demands of the job.
- Manage Conference Assistants’ weekly schedules and submit their hours biweekly to the Main Office.
- Manage all operational aspects of your assigned hall, including guest logs, client/event occupancy management, and linen inventory
- Conduct weekly building staff meetings as well as attend weekly Building Manager meetings.
- Responsible for managing and reporting maintenance issues, health and safety issues, room damages, and client requests.
- Be a leader to the CA staff, by being a strong presence at the front desk, and working along side them.
- Assist in opening and closing of conference operations at the beginning and end of summer. This may involve lifting and moving of items, posting signs, performing room inventories, etc.
- Maintain the office and front desks in a neat and professional manner including picking up trash after registration and organizing registration information for each event to return to the Conference Coordinator.
- Assemble welcome information, key packets, and linens for incoming conference guests. Assist with the setting up and taking down of registration areas.
Customer Service

- Assist clients by checking them in and out of housing, distributing welcome materials, issuing keys, answering questions, and other duties as assigned.
- Represent Temple in a professional manner at all times including adhering to the dress code while on duty. Dress code includes black or khaki pants, clean and comfortable shoes for walking and Conference Services shirt.

Security /Duty

- Duty tasks include conducting rounds of building, reporting any safety or security issues, as well as potential maintenance issues, lockouts, etc.
- At all times, whether on duty or not, maintain building security and report any violations of Temple or Conference Services policies. Follow up on any issue that you report.
- Perform nightly walkthroughs of assigned residence(s) to ensure building is secure.
- Assist clients in emergency situations such as fire and medical emergencies whether on duty or not.
- Calmly follow the Crisis Response Protocol when assisting in an emergency.
- Inspect room and common areas.

*Additional duties as assigned by UHRL staff.

Qualifications/Requirements:

- Must be a full-time, matriculated Temple University student in good academic standing at time of hiring.
- Minimum GPA requirement of 3.0 and no outstanding judicial/disciplinary issues.
- Customer service and leadership experience preferred. Must be flexible and willing to accommodate customers’ changing needs in a mature and tactful manner.
- Dependability and willingness to work a flexible schedule. Must be available to work at least one duty night per week and one duty night per weekend.
- Ability to work effectively under pressure.
- Accuracy and attention to detail.
- Willing to live among conference participants with limited/no access to common areas. Your ability to have guests may be restricted based on type of conference in your residence.
- General knowledge of Temple University and its surrounding area.
- Must abide by the Student Code of Conduct at all times.
- Must be able to lift 40 pounds.
- You are required to complete the Pennsylvania Child Abuse History Clearance Application.
- You are required to complete an FBI Background Check.

Compensation:

- Hourly rate: $10.00 per hour.
• As a Building Manager you are required to live in the Resident Hall you are assigned to during your employment period. A standard accommodation in a residence hall will be provided until your employment period ends.
*Note: you may be required to move more than once during the employment period
• A monthly stipend of $200 Diamond Dollars will be provided. Disbursement dates are to be determined.

Dates to remember:

Due to the competitiveness of this position and the limited number of openings, the following are important dates to remember:
• Application deadline is February 5, 2016
• If you are selected for an interview, you will be contacted by February 17, 2016
• Interviews will be held from February 24 – March 11, 2016
• Final decisions will be made no later than March 18, 2016
• MANDATORY Training session will be held on April 23, 2016
• Weekly meetings will be held starting April 4, 2016

To apply:

You must provide one written letter of reference from a recent employer, professor or internship with your application. If you wish, this written letter of reference can be included in the Employment History section of the application or emailed to templecs@temple.edu. Employment offers are contingent upon background check.