Training and Development Specialist (2017)

Overview:

The Office of Conference Services is part of University Housing & Residential Life (UH&RL). 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 UH&RL 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. Residence Hall front desks are open seven days a week from 8am-7pm, including holidays.

Your Role:

The Specialist role is a graduate position within the Office of Conference Services under UH&RL. As a Specialist your focus will be on working directly with professional staff members to create, coordinate, and manage all training and development workshops for student staff throughout the spring and summer season. Specialist are involved in the hiring and training of student staff, transition periods, crisis and emergency response, and departmental projects, systems, and processes. Specialists create a positive community by supporting staff and upholding the standards, goals, and objectives of Temple University and the Office of Conference Services in the highest regard possible.

Time Commitment/Employment Period:

A 20 hour work week is preferred during the spring and summer season. Additional hours are available as needed. Must be willing to work a flexible schedule including weekdays, evenings, weekends, and holidays during the summer.

1. Create and participate in all training and development opportunities and activities. Specialists are responsible for making arrangements with spring/summer classes, summer jobs, and vacation plans to participate in all training and development activities.
2. Serve in the Specialist role as their primary leadership position from:
   b. Create and participate in all summer training:
      i. Select weekly trainings begin at the end of March; Full staff trainings begin May 15th, 2017 - May 24th, 2017
      c. Participate in the half-day, introductory training session: April 15th, 2017
      d. All vacation time must be approved prior to the time of requested vacation, at least two weeks in advance.
3. Participate in Building Manager selection period: Interviews take place between February 8 – March 1, 2017
4. Participate in required departmental meetings. Dates to be determined based on scheduling availability.
Qualifications/Requirements:

1. Specialists must be enrolled in a Temple University graduate level program by the time of employment. Specialists must maintain the following academic standards throughout their employment:
   a. Maintain a minimum of 3.0 Cumulative GPA at the graduate level (2.8 for Law School).
   b. Obtain a minimum 2.75 semester GPA for each semester while serving as a Specialist.
2. Should a Specialist fail to maintain these standards, they may be suspended and/or released from the position.
3. Experience in training and development preferred.
4. Possess a commitment and ability to build a staff community that is inclusive and diverse.
5. Demonstrate organizational skills and the ability to work efficiently, independently, and in a team.
6. Possess solid interpersonal, oral, and written communication skills including effective presentation skills.
7. Possess a strong proficiency in Microsoft Office and Google Applications.
8. Specialists are required to complete both the Pennsylvania Child Abuse History Clearance Application and a FBI Background Check.

Responsibilities:

1. Provide Building Managers and Conference Assistant staff with training and development experiences which focus on Conference Services functions, responsibilities, and operations.
   a. Responsible for creating, coordinating, and modeling training sessions that will be used to teach BMs and CAs of their roles within the summer conference season.
      i. Coordinate and conduct training programs that provide and enrich the understanding of the Conference Services operations.
   b. Plan and implement programs with Building Managers and Conference Assistants throughout the summer that focuses on development and growth.
   c. Create workshops that focus on social and educational aspects in order to increase engagement among staff.
2. Assist the Associate Director and Conference Coordinator with the implementation of policies and procedures related to training and development.
3. Create an inclusive environment where support, professionalism, and the willingness to provide high-end customer service is valued among each staff member.
4. Build a community that maintains staff dynamics in order to promote and support the exchange of diverse ideas.
5. Assist with development and implementation of administrative systems, including but not limited to: student staff recruitment and hiring, equipment/inventory management, and occupancy management systems.
6. Assist with managing logistics and administrative tasks.
7. Be visible, available, and accessible to all Building Managers and professional staff members.
8. Evaluate and gather feedback from April/May trainings to plan and revise training modules for the 2018 conference season.
9. Serve on duty rotation to assist with conference related concerns.
10. 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. *Additional duties as assigned by UHRL staff.

Compensation:

1. As a Specialist, you will be working over the spring and summer seasons at an hourly rate of $13.00 per hour.
2. Credit may be available for this position.

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 November 25th, 2016

To Apply:

You must provide one written letter of reference from a recent employer, professor, or internship with your application as well as a recent resume. Please email all required paperwork to templecs@temple.edu. The email subject line should read “Your Name, Your TUID Number, Training and Development Position”. Employment offers are contingent upon background checks.