

## JOB DESCRIPTION

POSITION: Conference Staff Supervisor

INSTITUTION: Rutgers, The State University of New Jersey

REQUIREMENTS: Supervisory experience; good communication, people and organizational skills. Valid driver's license preferred. Familiarity with computers and Microsoft Office. Flexibility to work evenings, weekends, and holidays from mid- May through August. Part time hours required from February through May for training (up to 6 hours per week).

REPORTS TO: Conference Coordinator

### PRIMARY RESPONSIBILITIES:

The Conference Staff Supervisor is responsible for providing a personal liaison between conference staff and the Conference Coordinator; the overall supervision of the area office; the fulfillment of all contractual services and communication with group representatives. Staff Supervisors perform all duties as assigned to the Conference Assistants, with additional responsibilities as follows:

- Communicate in writing and on the phone with group representatives and various university departments.
- Communicate group concerns, complaints and compliments to the Coordinator. Coordinate the correction of problem situations.
- Staff and supervise area office; determine staffing needs; help develop work schedules; write performance and group evaluations.
- Ensure that staff follows payroll and sign-in procedures; maintain accurate staff time records.
- Ensure that the conference staff quality of service meets University standards, and keep assignments on task.
- Coordinate registrations/checkouts by scheduling adequate (but not excessive) staffing, insuring that registration materials and giveaways are prepared and on-site, decorating each site to provide guests with a "Rutgers" welcome.
- Work closely with the Campus Student Service Offices to ensure keys and access cards will be ready for each conference; inform immediately of all missing keys or access cards to allow time for replacement.
- Assist Conference Coordinator with maintaining accurate records in the conference database. Generate room assignment sheets, alphabetical lists and registration materials from data provided by each conference. Update participant records as necessary to reflect room changes and record lost items.
- Complete other tasks and projects as directed that will contribute to a successful conference program.
- Must have the flexibility to work on all campuses of Rutgers New Brunswick and Piscataway.
- Must be available to attend mandatory staff training during the week immediately following the University Commencement.
- All staff are responsible for their own transportation when reporting to work each day.