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, holidays and on-call from mid-May through August.

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:

- Rotate on duty throughout the summer. Duty response may involve addressing fulfillment of contracted services, troubleshooting issues within the facilities and/or keys and access cards, and assisting with emergency response.

- 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.

- Insure that staff follows payroll and sign-in procedures; maintain accurate staff time records.

- Insure 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 Office to insure keys and access cards will be ready for each conference; inform immediately of all missing keys or access cards to allow enough time for replacement.

- Assist Conference Coordinator with maintaining accurate records in the Conference Programmer 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.