



University of Hawai'i at Mānoa  
Conference Housing  
Frear Hall // 2569 Dole Street // Honolulu, HI 96822  
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**Position Description: Assistant Hospitality Manager**

**TENTATIVE DATES OF EMPLOYMENT: May 12, 2024 – August 15, 2024**  
**Training Dates: April 21<sup>st</sup>, May 12<sup>th</sup>, May 13<sup>th</sup> – May 17<sup>th</sup>, 2024**

The Assistant Hospitality Manager is a member of the Student Housing staff team and is responsible to the Conference Housing Specialist and helps to provide support to the Conference team. This position must have a thorough knowledge of the conference program, as well as the policies and procedures in order to ensure smooth operations. The Assistant Hospitality Manager is a university student with a background and experience in customer service and solid communication and administrative skills. The Assistant Hospitality Manager must be dependable, outgoing, flexible, energetic, service oriented and able to solve customer concerns and problems. An appreciation and understanding of cultural diversity is a must, previous residential life experience helpful. The job is a part-time live-in position with the appointment for the summer term.

**Responsibilities** – to be carried out under the direction of the Conference Housing Specialist

**I. CUSTOMER SERVICE**

1. Present a good image of the University of Hawaii through neat appearance, professional manner, pleasant/helpful disposition, and a positive and responsive attitude.
2. Make regular contact with conference group advisors/supervisors/coordinators to ensure Conference Housing needs and requirements are being met.
3. Assist guests with informational inquiries.
4. Be knowledgeable of the Conference Housing policies and procedures, emergency procedures, facilities and services.
5. Be available for consultation and problem solving.
6. Ensure that guests' comments and complaints are addressed and responded to in a timely manner.
7. Participate in hall functions and assist with housing sponsored events and activities.

**II. ADMINISTRATION**

1. Hall Operation:
  - a. Assist Conference Housing Specialist in the development of the on-call duty schedule.
  - b. Assist in training and evaluating team members working with Conference Housing.
  - c. Assist in staff supervision to all staff members.
  - d. Assist Conference Housing Specialist in completing a detailed key inventory at the start and end of the Conference season.

- e. Complete daily key inventories.
  - f. Supervise and assist in the making of all key packets for Conference groups.
  - g. In conjunction with Front Desk employees, schedule conference staff to assist with the check-in and check-out process.
  - h. Assists in developing regular hall desk coverage duties and schedule.
  - i. Responds to emergencies and other safety and security needs whenever in the hall, requesting the assistance of appropriate support services as necessary.
  - j. Must attend and participate in all required team meetings and training sessions.
  - k. Responsible for reporting routine maintenance needs of the physical plant.
  - l. Assists in the basic maintenance of the adequate physical condition of the hall.
  - m. Provides input to the Conference Housing Specialist regarding hall renovations and improvements.
  - n. Assists in preparations for assigned units for guest occupancy. Includes (but not limited to) linen preparation, placement of welcome materials, posting information and room inspection.
  - o. Assists in coordination and provision of adequate coverage and is present during conference group check-in.
  - p. Assists other team members in providing check-in and desk coverage during peak hours.
  - q. Follows check-in/check-out procedures established by the Conference Housing Specialist for each conference group.
  - r. Is available prior to group check-in and after group check-out, as required by the Conference Housing Specialist for preparation, training, and completion of various hall responsibilities.
  - s. Prepares check-in information and other welcome materials.
  - t. Abide by and enforce University and Student Housing rules and regulations.
  - u. In conjunction with the Conference Housing Specialist and Operation Manager, holds weekly meetings with Conference staff within assigned building.
  - v. Works in conjunction with Conference Housing Specialist and Operations Manager to provide linens needed for necessary linen drops prior to conferee check-in and for linen exchanges.
2. Systems Operations:
- a. Assists in recruitment activities.
  - b. Attends required training sessions.
  - c. Provides supervisors with constructive feedback regarding hall operations and management practices.
  - d. Attends mandatory meetings which may be convened as need arises.
3. Carries out all other duties as assigned by the Conference Housing Specialist, Interim Director of Student Housing Services, and/or Student Housing Services.

### **Qualifications**

1. Upper division undergraduate or graduate student preferred.
2. Must be in good academic standing
3. Must have classified student status: minimum 6 credits for undergraduate students. Graduate students must have a minimum of 4 credits or 1 credit in 700 series or above.
4. Ability to express oneself both orally and in writing.
5. Personal attributes of high caliber such as integrity, dependability, initiative, loyalty, and creativity.

6. Strong commitment to customer service. Background and experience in customer service highly desirable but not required.
7. Solid interpersonal communication and administrative skills.
8. Work experience in residence halls or comparative groups is preferred.
9. Knowledge of light building maintenance is helpful.
10. Must be capable of doing physically demanding work that requires repetitive bending and lifting: lifting up to 50 lb., push/pull up to 75 lb.

### **Conditions of Employment**

1. Participation in board (meal) program is required.
2. Participation in student teaching or a practicum or field work experience will require the written approval of the Conference Housing Specialist, and may be granted only if it is required as a condition for graduation or the completion of a degree, and only after the completion of one semester of employment.
3. Will hold no more than one major office in campus organizations.
4. Must have classified student status: minimum 6 credits for undergraduate students. Graduate students must have a minimum of 4 credits or 1 credit in 700 series or above.
5. This is a live-in position.
6. There are no fringe benefits such as medical/dental coverage, formal vacation, or sick leave privileges.
7. Two overnights away from the hall are permitted each month; these must be scheduled in advance with the Conference Housing Specialist. These overnight privileges cannot be accumulated nor used as vacation. No vacation from June 1-18, 2024.
8. The Student Housing Services strongly discourages consensual relationships between supervisor and employee or between staff members and residents assigned to the same complex. When a consensual relationship results in a conflict of interest, the staff member shall immediately disclose the conflict of interest to his/her supervisor. In order to maintain professional and ethical standards, the supervisor and employee shall take steps to ensure that the conflict of interest is eliminated.
9. Appointment period is for the summer term.
10. Hall assignments of staff are made according to administrative discretion.
11. Continued employment beyond appointment period is based on individual performance.

Any exceptions to the above restrictions must be cleared and approved by the Interim Director of Student Housing Services or his/her designate.

All descriptions, responsibilities, qualifications, remuneration and conditions of employment contained within this document are subject to change at any time without prior notice.

REVISED 03/07/2024