Assistant Director of Conference Services

**Job Purpose:** The Assistant Director coordinates and manages on-campus residential, dining, and meeting activities related to summer conferences and manages year-round external rentals of the Student Center. The Assistant Director supervises the Student Center summer conference assistants. The Assistant Director is the functional administrator for campus-wide event scheduling software (EMS), room diagram software (Social Tables) and potential conference management software. The Assistant Director is responsible for coordinating 50+ summer youth and adult conference groups in up to 1000 residence hall beds, totaling approximately $1 million in annual revenues. The Assistant Director ensures excellent customer service and outstanding programs for organizers and participants of conferences and meetings, as well as for faculty, staff, students, and campus visitors. The Assistant Director reports to the Director of Campus Events, within CLASS in the Division of Student Life. This is a full time, 12-month professional exempt position.

**Responsibilities:**

**Management of Summer Conference Program – 50%, Annually, Essential**
- Coordinate reservations, room assignments, check-in and check-out, guest services, access cards and room keys, evaluation activities, and money collection processes for all summer conferences.
- Develop detailed plans for the specific needs of each conference, and coordinate housing, meals, athletics and recreational space, classrooms, meeting space, supplies, audio visual, HVAC scheduling and custodial support.
- Schedule and conduct planning meetings with internal and external clients to ensure clear understanding of all arrangements.
- Coordinate requirements of conferences and events with clients, catering, Mines Dining, campus card manager, custodial and facilities management staff.
- Prepare and negotiate detailed conference contracts describing facilities and services, client expectations, and projected costs.
- Communicate and enforce applicable policies, regulations and procedures related to conferences.
- Keep systematic, detailed, and chronological records of all correspondence and planning details for each conference through effective use of technology.
- Manage the summer conference schedule in coordination with preventative maintenance, custodial schedules, renovations, and residence hall turn-over needs of Housing & Residence Life, Facilities Management and Design & Construction departments.
- Coordinate the opening and closing of buildings for internal and external clients.
- Respond to summer conference needs including technology troubleshooting and event set up.
- Manage assignment of personnel and resources to summer conference operation.
- Monitor meal periods in campus dining venues during summer conferences.
- Monitor, assess, and provide feedback to Mines Dining on menu, customer service, food quality and presentation, and client satisfaction in catering and conference dining.
- Provide after-hours on-call response to urgent matters in summer conference locations while summer conferences are in session.
• Assess conference guest satisfaction through quantitative and qualitative methods.

Financial & Business Administration – 15%, Annually, Essential
• Prepare and negotiate detailed external rental contracts describing facilities and services, client expectations, and projected costs.
• Communicate and enforce applicable policies, regulations and procedures related to external rentals of the Student Center
• Collect, deposit, and track all income from summer conferences and external rentals
• Maintain and monitor annual budgets and accounting of expenses and revenues, forecast revenue projections, and create reports
• Create and send client invoices and respond to billing questions
• Contribute to Campus Events department annual report, including accomplishments, challenges, initiatives and future directions
• Determine operation policies and procedures for summer conference operations
• Provide leadership in Campus Events strategic plan projects
• Develop and maintain highly professional standard and procedures of events in keeping with the image and reputation of Mines
• Serve as a member of the Mines Event Advisory Committee.

Supervision and Student Staff Development – 10%, Annually, Essential
• Supervise Residence Life Coordinators assigned to summer conferences during conference season
• Supervise 10-15 student staff during summer conferences
• Develop, update, and maintain job descriptions, coordinate and determine staffing requirements for all summer conference areas
• Lead student development initiatives for department by assessing skills and training needs of student employees to develop and conduct pre-service and on-going training
• Recruit, select, train, supervise, and evaluate student employees, including summer conference assistants and lead conference assistants
• Develop, update, and maintain content in student employee manual

Management of Software- 10%, Annually, Essential
• Manage and maintain central reservations system (EMS) for housing, dining, meeting room, and athletic reservations as well as billing operations
• Serve as functional expert and resource for all EMS schedulers
• Provide Web EMS software support to campus users utilizing the event scheduling portal.
• Coordinate with campus computing department to lead annual software upgrades
• Maintain software vendor relationships
• Manage room diagram software (Social Tables) and potential conference management software

Client Relations and Marketing – 10%, Annually, Essential
• Conduct site tours of conference and guest facilities with potential clients.
• Provide professional guidance to clients, make recommendations and advising clients on the conference/event resources, AV set-up, facilities, and services available, in order to best match client needs and expectations
• Review and approve conference proposals
• Develop and implement strategies for generating internal and external conferences, events, programs and camps
• Serve as a resource for information on internal and external services and facilities, and recreational, cultural, and educational opportunities available in the area
• Perform on-going assessment, planning, implementation and evaluation of marketing efforts for conferences, both for retention of past groups and recruitment of new groups.

Other Duties and Responsibilities – 5%, Annually, Non-Essential
• Represent Colorado School of Mines, Student Services, and/or Division of Student Life by serving on various university committees, as well as externally to students, parents, guests, the general public and local community.
• Assist as needed with all Student Life programs, events, and specialty weekends.
• Meet with students and/or attend job-related events on campus on evenings and weekends, as well as during the typical work day
• Perform miscellaneous job-related duties as assigned.

Qualifications:

Minimum qualifications for the Assistant Director include a bachelor’s degree from an accredited four-year institution of higher education, and moderate professional experience in a hotel, association or university setting, with progressive responsibilities in the area of conference/event coordination, or moderate professional experience in college residence hall administration including significant summer conference coordination responsibilities. A master’s degree in business, tourism, or higher education administration or related field will be highly considered. Further, the Assistant Director must possess demonstrated event management experience; a working knowledge of software databases, excellent communication and interpersonal skills; experience and commitment to working effectively with diverse populations; commitment and enthusiasm for student development; a flexible and positive demeanor; the ability to work collaboratively with students, faculty, staff and clients; and outstanding administrative, planning and supervisory skills are essential.

Decision Scope:

The decision scope of this position, in order to complete the job successfully, includes the ability to make independent decisions regarding several operational and administrative processes. The position has responsibility to manage such processes, following proper university policies and procedures, and will need to ensure that employees, building occupants, students and visitors also comply with university policies and procedures. The position will have authority to manage events in his/her areas of responsibility and routinely make decisions about such events without consulting a supervisor. The position will make quick decisions based on existing protocol and procedures related to facilities and/or human emergencies during campus events and conferences.
The position provides analysis of financial, operational, and experiential aspects of campus events and planning processes. Based on this analysis, the position will recommend procedural and operational changes, and will pursue those changes within his/her area of responsibility.

**Communications:**

Excellent oral and written communication and interpersonal skills sufficient to express ideas and agreements concisely and persuasively are essential to the position. The Assistant Director must be able to communicate successfully in both routine and high-stress circumstances to a wide range of possible audience, including clients, students, faculty, staff, administrators, VIPs, local community, and visitors. The purpose of communications will include, but not be limited to, event management, contract negotiations, conflict mediation, policy enforcement, supervision and management, marketing and public relations, financial and operational tasks, assessments and annual reports, goal setting, and project management.