



DATE ISSUED: 08/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Associate Director, Operations for Conference Services

JOB SUMMARY

Administers the scheduling of space for Hubbard Hall and other campus facilities. Responsibilities include general building supervision and office support. This position works closely with the Food Service Contractor and Catering Manager, Facilities Management, ITS, University Scheduling, Student Union, and other University components in event management and maintaining clean, safe, and efficient facilities. Work is performed under minimal supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director, Conference Services

Supervises: Conference Assistants, Building Attendants, Student Assistants for Conference Services, Chapel Coordinator, Coordinator of Special Events, and Event Tech Specialist

ESSENTIAL DUTIES - May include, but not limited to the following:

- Acts as director in the absence of the Director of Conference Services.
- Assists director in scheduling of conferences, camps, and special events.
- Assists in reviewing, revising and designing policies and procedures, departmental forms, and rate information on University facilities and services.
- Assists in budget management.
- Receives and processes requests from on- and off-campus clients for reservations for Hubbard Hall, Hubbard Oval, and in academic facilities for non-academic events; assigns space as appropriate; distributes schedule of events; and monitors and facilitates events as needed.
- Ensures proper observation of University policies, including the Special Event Policy.
- Coordinates trainings for building attendants.

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- Conducts site visits of facilities with prospective clients.
- Initiates work orders and reports of maintenance problems in Hubbard Hall and academic facilities.
- Coordinates catering commissions.
- Prepares and initiates invoices, IDT's, and billing for services rendered in scheduled venues.
- Prepares monthly usage reports.
- Performs daily building assessment.
- Assists with the Coordinator of Orientation Logistics.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ADDITIONAL DUTIES

- Serves on at least two university committee annually.
- Performs other duties as requested.

EDUCATION

Bachelor's degree in related area required. Master's preferred.

EXPERIENCE

Four years of progressively responsible and related experience including experience in reservations, scheduling, event management and supervision.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Ability to plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

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- Ability to provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Ability to apply budgetary and fiscal planning techniques within financial constraints.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee Signature: _____

Date: _____

Employee Printed Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.