Job Title: Office Manager

Department: Yale University Conferences & Events

Department Description:
Yale Conferences & Events (YC&E) provides comprehensive program planning services, serves over 15,000 program participants, and manages approximately 100 non-accredited programs each year. A majority of YC&E’s activities are focused on high school, college, and adult summer programs. Please visit http://conferencesandevents.yale.edu/ for more information.

Job Description:
One of a team of two Office Managers, the Office Manager (OM) position will report to the Assistant Director for Operations and, as a member of the Operations Team, work closely with YC&E staff to ensure successful implementation of all participants’ on-site operations needs. This includes residential assignments, facility coordination, custodial services, meal services, classroom and specialty space assignments, billing reports and other logistical needs as necessary. The Office Manager is primarily responsible for oversight of the YC&E Summer Office and management of the summer staff. This position operates as one of the primary faces of YC&E to group organizers (clients) and their participants and will ensure an appropriate level of customer service. The OM also works very closely with important University departments such as Yale Custodial, Yale Facilities and with other various university constituents.

Principal Duties:

Administrative/Office Operations
- Receive incoming issues and requests, assess, and refer/delegate as needed
- Prioritize calls according to urgency and importance
- Schedule and dispatch Operations Coordinators to appropriate locations according to customer requests, specifications, or needs.
- Relay work requests, messages, and pertinent information to and from YC&E staff.
- Confer with clients and YC&E staff in order to address questions, problems, and requests for service.
- Prepare daily work plan and assist with the creation of staff schedules.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Determine types or amounts of equipment, vehicles, materials, or personnel to complete tasks
- Supervise and assist the staff in the preparation and management of participant check-in/check-out services, (key packets, linen packs, & coordination of suite preparation with custodial services)
- Provide a written account of unacceptable behavior/incidents and or damages on the Incident Report document.
- Maintain daily contact with the YC&E Staff to ensure that housing office logs are accurately kept and reflect all activities.
- Assist with special projects or other duties as assigned by the Residential Operations Manager or other Conferences & Events personnel
- Attend weekly meetings with YC&E staff
- Assist Housing Operations and Technology Manager with management of StarRez database
- Support Housing Operations and Technology Manager with YC&E technology resources and systems (timeclock/scheduling software, shared network resources, Trello, etc.)
Staff Supervision

- Assist with the creation of a weekly staff schedule, ensuring that adequate staffing levels are maintained based on hours of operation and activity level.
- Assist with assigning Operations Coordinators to perform tasks including bathroom and classroom checks, classroom signage, event coverage and dining hall observations.
- Assist with the training and supervision of Operations Coordinators.
- Utilize Operations Coordinators to complete tasks and follow up to see that they have been completed satisfactorily and will ensure that the assigned work is being done in a timely manner.
- Encourage Operation Coordinators to find ways to streamline office operations.
- Ensure Operations Coordinators are completing their daily tasks, updating electronic files and other documentation on the department server.

Client Relations

- Maintain professional office environment acting as client-facing ambassadors to YC&E
- Be the first point of contact with clients on campus and ensure client satisfaction.
- Have a full understanding of each program’s operation and daily logistical needs.
- Ensure that all inquiries are promptly addressed and escalated or assigned as needed
- Maintain staff standards of excellent customer service

Facility Management

- Manage communications between programs, buildings, vendors, Yale departments and YC&E staff
- Be aware of all facilities, policies, and procedures related to the residential college(s).
- Working with Housing Operations Manager, ensure that all suite rooms, bathrooms and areas are prepared by the custodial staff prior to group arrival.
- Monitor facilities work order requests to ensure completion in an adequate timeframe.
- Assist as liaison with Access and manage Access request

Required Experience/Education:
Bachelor’s degree or three years of related experience or combination. Supervisory experience is required. Customer Service, database experience, and management of a team preferred.

Required Skills & Abilities:

- Ability to manage and delegate responsibilities to a staff while balancing multiple priorities and deadlines
- Strong analytical skills and ability to troubleshoot problems as they arise.
- Intermediate/advanced excel skills. Strong verbal and written communication skills.
- Ability to provide exceptional customer service.
- Ability to encourage and motivate others to work as a part of a team in order to adhere to deadlines.
- Talented problem solver, able to react quickly and have composure under pressure.
- Attention to detail, advanced organizational skills, and professional appearance.
- Self-starter, dependable and thorough, and possess a strong work ethic.
- Ability to transition easily between a wide variety of tasks throughout the day.
- Ability to travel across a city campus.
- Ability to lift 25 lbs.
In collaboration with the other Office Manager, this position will provide coverage in the office during regular business hours (8:00 AM – 5:00 PM) with significant weekend work required. With prior approval, this position could start prior to May 6 and extend past August 12.

**Compensation:** Hourly rate based on experience; options for a free single room in Yale housing (live-in is not required for this position), 3 meals a day meal plan for any date that on-campus dining halls are open, campus parking, weekly hours ranging from 32 to 40, and the possibility of approved overtime that pays time and one half and YC&E apparel. Employees are issued a Yale ID for the duration of employment which gives access to the Yale shuttle system, discounts at local establishments and museums. Meals begin at the open of the first dining hall and conclude with the closing of the last. **Note:** On-campus housing will only be available May 13 – August 12. Housing will not be provided outside of those dates.

To apply, please click the following link to fill out the [Online Application](#) then submit your resume and cover letter to David Wright at david.wright@yale.edu.